

Toy Barnhaus Delivery Policy

All orders will be dispatched within 1-2 working days - predominantly we aim for same working day dispatch or the next working day (this is dependent on what time you order).

For UK domestic shipping, we offer free delivery and use the Royal Mail Tracked 24 Service. This means as a customer, once your order is dispatched from our warehouse, you can track the location and update any delivery options via the Royal Mail Website.

Depending on the size, value and/or weight of your order we may use DPD, at no extra cost for the customer. In some cases, this can result in a potential extension in time (usually an extra day or two) of the delivery service, however we will communicate with you regarding this throughout the buying process.

Please note that on the odd occasion our couriers do get a bit delayed, for which we do apologise. If you have not received your parcel within a couple days of the delivery date, then please do contact us.

In the highly unlikely event of the item you have ordered, being out of stock you will receive a notification of a cancellation to your order.

How do you ensure shipments will arrive intact?

In most cases, our shipments are packed and shipped in a solid outer brown box. We also re-use all of our cardboard boxes to reduce our carbon footprint,

When will I receive my order?

All orders will be dispatched within 1-2 working days (dependent on what time you order). We offer free delivery and use the Royal Mail Tracked 24 Service. This means as a customer, once your order is dispatched from our warehouse, you can track the location and update any delivery options via the Royal Mail Website.

I have not received my order yet, what should I do?

Please note that on the odd occasion our couriers do get a bit delayed, for which we do apologise. If you have not received your parcel within a couple days of the delivery date, then please do contact us.

Can I change or cancel my order?

At Toy Barnhaus we aim to dispatch our orders the same day or next working day. Our operating times are 9am-5:30pm, typically during this window you only have up to a couple hours to make any changes/cancel your order. Once your order is dispatched, we cannot

alter any information to your order. Please contact us as soon as possible if you would like to change/cancel your order.

The product I received is different to what I ordered, what should I do?

At Toy Barnhaus we check every order sent, however sometimes mistakes can happen for which we do apologise. Please contact us as soon as possible, so we can work out the best solution for you.

The product I received is damaged, what should I do?

Although it is rare a product sent out is damaged, it can happen. If the internal product is damaged/faulty, we can either send out a replacement (while stocks last) or offer a refund (partial or full, dependent on the damage). Sometimes we may ask for photographic proof of these damages.

Has my order been dispatched?

The customer will receive updates via the email used when purchasing the product, however you can also keep an eye on your order through Royal Mail's website using the tracking number.

I was not in and missed my delivery, what should I do?

First of all, we recommend that you check any safe places and neighbours that our courier may have left your parcel with. Usually, Royal Mail post a "Sorry we missed you card" through the door, with information of what they have done with your parcel. If the driver has taken your parcel back to the depot, they may reattempt delivery the next day. You can update delivery options on the Royal Mail website using your tracking number. You can also book a redelivery or set your parcel for collection to avoid this happening again.