



Shipping Policy

Last updated: September 2025

Processing & Dispatch

Orders placed before 2PM (Monday–Friday) are shipped the same day. Orders placed after 2PM are shipped the next working day.

Shipping within the UK

We currently offer two tracked shipping services:

- Royal Mail Tracked 24h (next day delivery, estimated)
- Royal Mail Tracked 48h (delivery within 2–3 working days)

Both services include full tracking and delivery confirmation. In the future, we may also offer Royal Mail Special Delivery Guaranteed by 1pm for urgent orders (premium service with additional cost).

Shipping to Europe

We currently ship to mainland Europe only. Excluded territories: Guernsey, Jersey, Isle of Man, and other UK Crown Dependencies or offshore islands. Carrier: Royal Mail International Tracked & Signed. Customers are responsible for any import duties, VAT, or customs handling fees charged by their local authorities.

Customs Notices (Multilingual)

English

Customers are responsible for all customs duties, import VAT, and handling fees charged by local authorities.

Español

El cliente es responsable de todos los aranceles, el IVA de importación y las tasas de gestión aplicadas por las autoridades locales.

Português

O cliente é responsável por todas as taxas alfandegárias, IVA de importação e encargos cobrados pelas autoridades locais.

Français

Le client est responsable de tous les droits de douane, de la TVA à l'importation et des frais appliqués par les autorités locales.

Deutsch

Der Kunde ist für alle Zollgebühren, Einfuhrumsatzsteuer und Bearbeitungsgebühren verantwortlich, die von den örtlichen Behörden erhoben werden.

Italiano

Il cliente è responsabile di tutti i dazi doganali, IVA all'importazione e spese applicate dalle autorità locali.

Nederlands

De klant is verantwoordelijk voor alle douanerechten, invoer-BTW en administratiekosten die door de lokale autoriteiten in rekening worden gebracht.

Polski

Klient ponosi odpowiedzialność za wszystkie opłaty celne, podatek VAT od importu oraz opłaty pobierane przez lokalne organy.

International Shipping (outside UK & Europe)

At present, we do not ship outside the UK and Europe. International deliveries may only be considered on a case-by-case basis upon prior agreement.

Delivery Times

UK: estimated 1–3 working days. Europe: estimated 3–7 working days. International: only if agreed in advance.

Lost, Delayed, or Damaged Parcels

AquaScape Design is not liable for delays caused by postal carriers or customs. Damaged items must be reported within 48 hours of receipt with supporting evidence.