



Our in-house shipping service for buyers...

We have received many commendations for our in house shipping service...

Shipping estimates... Pre-auction estimates of shipping costs are available, but are supplied as estimates only & will be subject to confirmation after purchase & cost adjustment after packing if necessary.

A postal shipping service... We use Royal Mail & Parcelforce tracked postal services for all our in-house UK & overseas shipping.

Postage at cost... We pass on the price of postage at cost to us. We do not add a surcharge or other percentage to postage costs. Buyers must be aware that current postage costs may be high for large, heavy & overseas parcels, with extra fees for in-transit insurance cover for valuables.

Tracking number... We inform all buyers by email when their items are shipped & supply a tracking number if appropriate.

Packing, handling & materials charge... We offer a fair packing charge based on the time required to pack items, the complexity of packing & the materials involved. We always attempt to pack safely & securely using quality new & recycled materials.

Multiple purchases... Whenever possible we will ship multiple purchases as one parcel providing it does not compromise the possibility of damage in transit. We reserve the right to ship multiple purchases in more than one parcel when required on safety grounds. We reserve the right to decline to offer shipping for large multiple purchases or any other purchase(s) we deem unsuitable for postal shipping services.

Items we cannot ship... Our in-house postal shipping service is only available for non-fragile items suitable by value, size & weight for shipping with Royal Mail/Parcelforce tracked & signed for services. We cannot ship items we deem vulnerable or any items prohibited by UK postal services. We have a recommended carrier for items we cannot handle. Buyers can collect in person or arrange collection by their own carrier. Carrier services chosen by the buyer are used at the buyer's risk & will be subject to the service providers own Terms & Conditions.

Claims for loss or damage... We have been shipping purchases for over 12 years & make every effort to pack items safely & securely to an acceptable standard for transit, but it must be accepted by the buyer that we are not a professional packer. We cannot be responsible for damage or loss during transit caused by the carrier. The buyer will be responsible for making any claim for any damage or loss packed by us from the carrier. We will assist any buyer with proof of posting & insurance. We do not accept responsibility for any damage or loss by a carrier chosen by the buyer, especially if the carrier does not provide insurance. We recommend the buyer provides their own shipping insurance.

Our shipping schedule...

We operate a queue system for shipping. It is based strictly in order of invoice payment received. We pack & ship as soon as possible in turn of payment order & subject to the length of any queue. We commence processing & packing for shipping promptly after the auction & begin posting from the first Monday after the auction. We do not post on Fridays so as parcels do not remain undelivered over the weekend.

Payment for shipping...

Our shipping charge will automatically be added to & shown on the buyer's invoice if shipping is possible & requested by the buyer.

BarbaraKirkPenzanceSpecialistAuctions