



ORDERING & DELIVERY

ORDERING

Making a Purchase could not be easier. Just browse our web shop, and add any items that you wish to buy into the shopping basket. After you have finished your selection, click on 'checkout' and you will be asked for a few details that we need to be able to complete the order. We currently only accept credit /debit card payments, Visa and MasterCard, Switch, Maestro. Your card details are securely handled by the payment solution, Sage Pay.

When conformation of the order is received, this is to indicate that we have received your order. It does not indicate that a contract exists between us. We will indicate acceptance of your order, and hence a contract between us, when we send you an invoice. We have included this term to protect us in the case that a mistake has been made in pricing, we have inadvertently under-priced Goods, or we are no longer able to supply a particular product for some reason. In the case of a change of price, we will always contact you first to ensure that the price is acceptable.

SHIPPING & HANDLING

All deliveries out with Aberdeen are handled by couriers and require a signature. When there is no one at the address the courier will leave a card to show that they have been and how to re-arrange a new delivery or collection.

DELIVERY CHARGES

Carriage is charged at £10 per Box to locations throughout the UK mainland and the total carriage amount will be confirmed when the order is accepted. Deliveries requested to offshore areas, Highlands and Islands will be subject to an additional surcharge. Collection is always free, but please wait for conformation that your order is ready before setting off.

All Pricing excludes VAT.

DELIVERY SCHEDULE

Where items are out of stock (you will be advised of this once the order has been processed) we will deliver your order when it is complete. We will normally send your order in 3-4 working days. In any event you will be updated if lead times are to be exceeded. In all cases we endeavour to despatch your order within 28 days.

BACK ORDERS

If your item is not in stock, we will back order it for you. You will always have the option to cancel your order if you would rather not wait. We will send your back order on to the original delivery address free of extra charges.

CONTACT US

If you need to contact us, please email sales@redwingshoes.com. Alternatively, you can call or write using the details on the website.