

I have not received my order yet, why?

We usually aim to dispatch every order within 7 working days. It is then in the hands of ParcelForce to deliver it according to their schedules and service.

Orders are dispatched on 24-hour courier service for mainland UK (excluding Scottish Highlands and islands), on 48-hour services to the Highlands, islands and Northern Ireland, and on 3-to-4-day services for the Republic of Ireland and other countries.

Please note that once an order has been dispatched, it is in the hands of the couriers and no longer within our control or responsibility.

The couriers require a signature to deliver your order. If they cannot obtain one, they will leave a card to let you know they tried to deliver and then they will take your parcel either back to the local ParcelForce depot or to the nearest Post Office. They will keep it there for a few days, during which time you will have to contact them and either arrange re-delivery or collect from their depot or Post Office.

If you do not claim your parcel within a few days, it may be returned to us. If this happens, we will advise you and keep it in storage for a maximum of 1 month. We can re-dispatch it with a re-delivery charge payable of £6.

We do provide a fully trackable service, from the moment you place your order online until it's delivered to your door or to your local ParcelForce depot or Post Office.

You can track your order online, within our factory before it is dispatched, on this page:
<http://tablecloth.co.uk/tracking.html>

You can further track your order once it has been dispatched, from ParcelForce's page:
<http://www.parcelforce.com>.

Your consignment number is always emailed to you as soon as your order leaves our premises. Please check your bulk/spam email folder as sometimes ParcelForce's emails can end up there.

As we provide fully trackable services as above, responsibility lies with the customer for keeping track and receiving delivery of your order once it has left our premises. Unfortunately, once a parcel is on the couriers' hands, we cannot be held responsible for any delays or non-delivery.

Please read our [Terms and Conditions of Sale](#) for full details.