Delivery Policy

We're delighted to offer delivery of our handmade ladies' wedding shoes and boots both within the UK and overseas.

As each pair is carefully handmade, please allow the relevant production time stated on the product page before your order is dispatched.

UK Delivery

Mainland UK delivery is free.

We aim to dispatch your order using a reliable, tracked delivery service. Once your order has been dispatched, you will receive delivery information where tracking is available.

For deliveries to areas outside mainland UK, including the Scottish Highlands and Islands, Northern Ireland, Isle of Man and Channel Islands, additional delivery charges may apply. These will be shown at checkout where applicable.

International Delivery

We are pleased to offer international delivery to the following destinations:

Albania · Andorra · Australia · Austria · Belarus · Belgium · Bosnia & Herzegovina · Bulgaria · Canada · Cyprus · Czechia · Gibraltar · Guernsey · Ireland · Isle of Man · Italy · Jersey · Latvia · Liechtenstein · Lithuania · Luxembourg · Malta · Mexico · Moldova · Monaco · Montenegro · Netherlands · New Zealand · North Macedonia · Puerto Rico · Qatar · Romania · Serbia · Spain · Switzerland · United Arab Emirates · United Kingdom · United States of America

If your country is not listed above, please contact us before placing an order and we will be happy to check whether delivery is possible.

Duties & Import Taxes

Where possible, we will arrange **delivery with duties and import taxes paid (DDP)**, meaning you will not be required to pay additional customs duties or import taxes when your order arrives.

However, DDP delivery is not available to every destination. Where we are unable to offer duties-paid delivery, your order will be sent **with duties and import taxes unpaid (DDU/DAP)**. In these circumstances, you, as the customer, will be responsible for any customs duties, import taxes, handling fees or other charges imposed by your country when the parcel arrives.

Any such charges are outside our control and vary depending on the destination country's regulations, the value of your order and the goods being imported.

We recommend checking your local customs and import requirements before placing an international order if you are unsure whether additional charges may apply.

Effective Date: 01 January 2021 **Last Updated:** 06 August 2026

Delivery Times

International delivery times vary depending on your destination and the shipping service selected. Please note that customs processing can sometimes cause delays that are outside our control.

Delivery estimates do not include the time required to make your handmade shoes or boots. Please refer to the individual product page for the estimated production time before placing your order.

Customs & Import Charges

For international orders, customers are responsible for ensuring that the products they order can be legally imported into their country.

Where duties and taxes are not included in the delivery service, any customs duties, import taxes, VAT, brokerage fees or other charges requested by the destination country are the responsibility of the customer.

If a parcel is refused or returned because applicable duties or import charges have not been paid, any additional costs incurred by us may be deducted from your refund where applicable.

Delivery Address

Please ensure that your delivery address and contact details are correct when placing your order. We cannot be responsible for delays or additional costs caused by an incorrect or incomplete delivery address.

If you have any questions about delivery to your country, please contact us before placing your order and we will be happy to help.

Handmade with care, wherever you are in the world.