



AdKnow Limited

Shipping & Delivery Policy

Last updated: 20 January 2026

This Policy explains how AdKnow Limited (“we”, “us”, “our”) delivers physical items that may be purchased or awarded through our website, webinars, promotions or consultancy projects. It applies only when we agree in writing to ship tangible goods (e.g., printed workbooks, branded merchandise, certificates, USB resources). All digital products and virtual training are delivered instantly online and are therefore outside the scope of this Policy.

## 1. DELIVERY ZONES

We currently ship to addresses within the United Kingdom (England, Scotland, Wales & Northern Ireland) and the Channel Islands. International shipping is available on request and will be quoted separately.

## 2. PROCESSING TIME

2.1 In-stock items: 1–2 working days after payment / proof of address is received.

2.2 Custom-printed or bulk orders (e.g., 50 + workbooks): up to 7 working days. We will confirm the expected dispatch date by email.

2.3 If you need a guaranteed dispatch date please contact [support@adknow.co.uk](mailto:support@adknow.co.uk) before ordering.

## 3. SHIPPING METHODS & COSTS

### UK Mainland

- Royal Mail 2nd Class (2–3 working days) – £3.95 flat rate (Free on orders over £50)

- Royal Mail 1st Class (1–2 working days) – £5.45

- Next-Working-Day (DHL/UPS) – £9.95 \*order before 13:00 Mon-Thu

### UK Highlands, Islands & Channel Islands

- Royal Mail 2nd Class – £3.95 (Free over £50)

- Express 2-working-day courier – £12.95

## 4. TRACKING



A tracking number (where applicable) will be emailed once your parcel is collected. You can follow progress at [royalmail.com](http://royalmail.com) or the courier's site.

## 5. FAILED DELIVERY / INCORRECT ADDRESS

5.1 If no-one is available to accept the parcel, Royal Mail will leave a "Something for you" card; couriers will attempt re-delivery or leave at a safe-location / neighbour.

5.2 If the package is returned to us because the address supplied was incorrect or incomplete, we will contact you to arrange re-shipment at your cost (or refund the item price only).

5.3 Please notify [support@adknow.co.uk](mailto:support@adknow.co.uk) within 2 h of ordering if you need to change the delivery address; once dispatched changes may not be possible.

## 6. RISK & TITLE

Ownership passes to you when the goods are paid for in full; risk passes on delivery to the address you provide. Keep your proof of posting / tracking details.

## 7. DAMAGED, FAULTY OR MISSING ITEMS

7.1 Report any damage, defect or shortfall within 48 h of delivery, including photos of outer packaging and contents.

7.2 We will, at our option, replace the item free of charge or refund the purchase price including original shipping.

7.3 For items reported as "not received" with confirmed delivery scan we will follow the carrier's claims procedure; replacement will be sent once the carrier accepts liability or 10 working days have passed, whichever is sooner.

## 8. CANCELLATION & RETURNS (CONSUMER CONTRACTS)

8.1 You have 14 days from the day after receipt to cancel your order for any reason. Email [support@adknow.co.uk](mailto:support@adknow.co.uk) with your order number.

8.2 Goods must be returned un-used, un-marked and in original packaging within 14 days of notifying us. We will provide a prepaid returns label for faulty or mis-described items; for change-of-mind returns you bear the direct cost of return.

8.3 Refunds will be issued within 14 days of us receiving the goods (or proof of posting, whichever is earlier) using your original payment method.

## 9. FORCE MAJEURE



We are not liable for delay or failure to deliver caused by events outside our reasonable control (strikes, severe weather, pandemics, courier system outages). In such cases we will extend delivery times or cancel the order with a full refund.

#### 10. EXPORT RESTRICTIONS

Goods supplied may not be exported, re-exported or re-sold in breach of UK export control or sanctions laws.

#### 11. CHANGES TO THIS POLICY

We may update this Shipping & Delivery Policy at any time. Changes are posted on this page with a new "Last updated" date and apply to orders placed thereafter.

#### 12. CONTACT

For delivery questions, address changes, or to arrange collection please contact:

Email: [enquiries@adknow.limited](mailto:enquiries@adknow.limited)

Tel: +44 (0)7742 965046 (Mon-Fri 09:00-17:00 GMT)

Post: AdKnow Limited, 61 Bridge Street, Kingston, HR5 3DY, United Kingdom.