Shipping Policy – Listening Beyond Words

1. Overview

Listening Beyond Words ships physical educational resources within the UK and internationally. This policy explains how shipping works, including delivery times, packaging, and what happens if a delivery is missed or delayed.

2. Processing & Dispatch Times

A. Order processing

Orders are usually processed within 2–3 working days.

During busy periods (e.g., holidays, new product launches), processing may take slightly longer.

B. Dispatch

Once your order has been processed, it will be dispatched using the delivery method selected at checkout.

You will receive a confirmation email when your order has been shipped.

3. Delivery Times

Delivery times depend on your location and the shipping option chosen at checkout.

Typical delivery estimates:

- UK orders: 2–5 working days
- Europe: 5–10 working days
- International: 7–21 working days

These are estimates provided by our delivery partners and may vary due to customs, weather, or seasonal delays.

4. Shipping Fees

Shipping fees are calculated at checkout based on:

- Your delivery location
- The size and weight of your order
- The shipping method selected

Shipping fees are nonrefundable, except in cases where:

- The item is faulty
- The wrong item was sent
- The order was cancelled before dispatch

(Refunds for products are covered in our Refunds & Returns Policy.)

5. Packaging

We aim to package all items securely to ensure they arrive in excellent condition.

Where possible, we use recyclable or reusable packaging materials.

If your item arrives damaged, please refer to our Refunds & Returns Policy.

6. Missed Deliveries & Incorrect Addresses

A. Missed deliveries

If a parcel is returned to us because delivery attempts were missed, we can resend it.

Additional postage costs will apply.

B. Incorrect or incomplete addresses

Please check your address carefully at checkout.

If a parcel is returned due to an incorrect address, we can resend it, but additional postage costs will apply.

7. International Shipping & Customs

For orders outside the UK:

- Customs fees, import duties, or taxes may apply
- These charges are the responsibility of the customer
- Delivery times may be extended due to customs processing

We cannot predict or control customs fees.

8. Lost or Delayed Parcels

If your parcel appears to be delayed or lost, please contact us at:

info@listeningbeyondwords.co.uk

We will work with our delivery partners to investigate.

A replacement or refund may be offered depending on the outcome of the investigation.

9. Contact Us

If you have any questions about shipping, delivery, or dispatch times, please get in touch:

Listening Beyond Words

info@listeningbeyondwords.co.uk

We aim to respond within 2–3 working days.

10. Updates to This Policy

We may update this policy occasionally to reflect changes in our shipping methods or delivery partners. The latest version will always be available on this page.