

We're ready to deliver....Under Starters Orders....

We aim for a smooth delivery.

We will in most cases dispatch your order within 2-3 working days from receipt of your order, and often much sooner. Please make allowances for orders placed during weekends, bank holidays, Christmas or Easter Holidays.

During busy periods and given the nature of our products being hand made and finished, delivery times may take longer. We will advise you of any delays beyond those of our standard delivery times at point of order and you will be given the option to hold the order or cancel should you not wish to wait.

If you require an order for a particular date, please check this is possible by email – info@isabelscott.com and place orders as early as you can. We may be able, depending on the product ordered and availability, to send your order out within a day of ordering.

All orders under £15 will be free to deliver! and will be sent to you via Royal Mail first class post. Tick the box 'Claim your Free Delivery for orders under £15' at checkout. We cannot deliver orders over £15 for free, so please ensure you've selected the correct delivery option, this could only delay your order!

For orders above £15, we use the most efficient courier service available that day for your order. Delivery costs are based on the weight and size of your order. You will be given a choice of whether you would like your order delivered on a 1-2 day or on a 2-5 day service.

Please provide a delivery address where someone can sign for the package, we cannot take responsibility for the parcel being returned.

Delivery costs outside the UK will be subject to additional charges. You will be informed of these at point of order.

You will receive an email from us once your order has been dispatched.

We will deliver the goods to the address you supplied on our on-line form, so it is important that your address is accurate.

If you don't receive your order, please contact us directly by email at info@isabelscott.com within 7 days of placing your order, quoting your order number and original date of order.

Please feel free to contact us at all regarding any delivery queries, questions or requests at info@isabelscott.com or call us on 01476 247077