

Delivery Information

Please read the below information regarding your delivery. If you have any questions regarding delivery please don't hesitate to contact us on sales@thekidscooter.com

UK DELIVERY CHARGES

Shipping Method	Basket Value	
	Under £40	£40 and over
DPD (Next Working day)	£4.99	FREE

UK Delivery Options Explained

Below is a breakdown of the delivery options we offer.

- **Economy Tracked 2-3 Days**
This is a tracked service so you can check your delivery is on the way. This should be received within 2-3 working days after ordering, inclusive of Saturdays.
 - **Next Weekday Delivery**
When ordered before 7pm on this service your order will be dispatched on the same day. Orders placed after 7pm Friday should be delivered on Monday. This is a tracked service so you can check the progress of your package. On the day of delivery, you will also receive a text/email notifying you of your position in the delivery queue. This service does not include Saturday, Sunday or Bank Holidays. This service is only available for UK Mainland customers. Please note that usual delivery times are up to 9pm, and at peak times (around Xmas) may even be up to 10pm.
Unfortunately, we cannot offer Next Day Delivery service to the following UK Postcodes;
AB postcodes, FK17-21, HS1-9, IV1-99, KA27-28, KW, PA20-99, PH15-99, PO30-41, IM1-99, TR21-25, JE1-99, GY1-99, EH35-40, EH42-56, BT1-99.
 - **Saturday Delivery**
When ordered before 7pm on Friday your order will be dispatched on the same day. This is a tracked service so you can check on the progress of your package. You will also receive a text/email notifying you of your position in the delivery queue. This service is only available for UK Mainland customers.
 - **XL Parcel service**
Some of our products are classed as oversize by the couriers, thus orders containing these items will incur additional handling day(s) before delivery is attempted. This is normally orders containing ramps, bikes and air box systems.
 - **DPD**
When ordered before 4pm Mon-Fri on this service you order will be despatched on the same day for next working day delivery. This is a tracked service so you can check the progress of your package.
- Please note that Collection points with postcode prefixes AB, DD, HS, IM, IV, KA, KW, PA, PH, BT, EH, ZE, and TR21-TR25 postcodes are a +1 to +4 working day service
- **Ireland Delivery - £4.99**
If ordered before 5pm your order will be dispatched on the same day. This service will typically take 2-4 Working Days for delivery.

International Delivery Costs

Europe (2-4 Days) Order under £30 £9.99				
Orders over £30 £4.99	Europe Zone 2 £14.95 (3-5 Days)	Europe Zone 3 £24.95 (4-6 Days)	Rest of World £29.95 - £39.99 (5-7 Days)	Americas £30-£50 (1-2 Days)
BMX - £30				
Austria	Estonia	Bulgaria	Australia	USA
Belgium	Finland	Greece	Turkey	Canada
Czech Republic	Slovakia	Romania		
Denmark	Latvia	Portugal		
France				
Germany				
Hungary				
Italy				
Luxembourg				
Netherlands				
Poland				
Sweden				
Slovenia				
Spain				

Please note Thekidscooter is not responsible for any duty or import charges for goods shipped. Please check with the customs in your country regarding any charges that may occur from purchasing goods from overseas.

The orders will be sent via DPD and the Prices quoted above is for packages up to 5kg. If your order is over 5kg we may contact you to take extra payment for the carriage.

USA & CANADA DELIVERY

Deliveries to the USA are NEXT DAY providing they are ordered before 12 Noon (GMT) on a weekday, however on some occasions, packages can be held at customs, this can typically take 2-4 days to clear and cannot be prevented, therefore Thekidscooter can't be held responsible if this happens.

Canada mainland areas should be next day, outlying areas may be longer. Please note, as above, there may be delays at customs.

Items under 2 Kg and of a smaller size typically cost £12 to deliver.

Items of a larger size and weight can be £20 upwards.

Please note that we cannot deliver to PO Boxes in the USA with this service.

Duties and fees applicable to the order are the buyer's responsibility, not Thekidscooter. If these fees are refused to be paid, then the return carriage back to Thekidscooter is at the buyer's expense.

PRE-ORDERS

To give you the best possible chance of securing your product, you are able to place a pre-order to reserve a new product due to be released in the near future. Doing this will allocate stock to your order. Pre-orders will be fulfilled in the order that they are placed. The quicker your pre-order is placed the earlier your goods will be received.

When placing a Pre-order using debit/ credit card payment you will be charged for the full amount of the order being placed. In practice, this will normally occur within 2 working days.

When placing a Pre-order using Paypal or Amazon Payments the full payment will be sent to us at the time the order is placed.

All re-stock dates given have been provided by the UK distributor, however ARE subject to changes beyond our control. In the event a pre-order is delayed we will notify all customers in the unlikely event of any changes as quickly as possible.

Please note that if any other products are ordered in conjunction with a pre-order item; unless we are instructed otherwise, these will be held until we can fulfil the whole order.

ADDITIONAL INFORMATION

All delivery costs are present at the 'My Basket' screen once the shipping destination is chosen, before any money is taken.

* Please be aware with abnormally heavy or Bulky items a Thekidscooter representative may contact you before shipment if this transaction cannot be performed. The checkout filters out certain items that can't go out on particular shipping services because of the size of them, e.g. ramps are usually too big to go by a Royal Mail service. In such circumstances the only shipping options available will be displayed on the website, this then may exclude some free shipping options. *

The next day service is next WORKING day and will require someone to sign for the goods. Please note next working day delivery does not include Saturday, Sunday, Bank Holidays, Public Holidays and Substitute days (see the GOV UK website for clarification).

If you request that the package is left somewhere without a signature, this will only be done at the discretion of the delivery driver. If you do request an item is left without a signature, you assume responsibility for any loss or damage to the package.

We normally do not deliver to drop-shipping companies or storage/self-storage companies.

Our custom scooters and skateboards are usually dispatched on the same working day that the order is placed, when ordered before the cut off time for that day (which is usually 5pm on weekdays). Should there be an issue where your custom build is not built up or QA checked in time to reach dispatch on the same day, we will be in contact to update you of the delay.

Our parcels are normally shipped in Thekidscooter branded packaging.

Can't be home for the delivery? Don't worry Thekidscooter can ship to any UK address so you can have your order delivered to your place of work, to a friend, a relative or neighbour. Simply enter your preferred delivery address when checking out.

Changing delivery address while your order is in transit - if you decide to change the delivery address after the delivery service was confirmed and the information was entered into the system, a redirection will lead to a different delivery time and therefore, a delayed delivery. Note that even if the new address is very close to the initial one, the information still has to be changed and the package re-labelled, which can lead to a change in the delivery date as well. In such cases, it would usually be quicker for the delivery to fail then pick up the order from the local depot in the evening of the due date.

Almost all deliveries will take place as scheduled. However, certain issues may be out of our control resulting in possible delays. Due to this, we advise against taking time off daily routines,

such as work, to avoid any issues. An order can be placed to go to a business address if needed. If you are worried about a delivery for any reason or have any queries please contact our Customer Service Team email us at sales@thekidscooter.com more!