

Shipping + Handling

All of our orders are packed and posted within 5 working days (however this is normally much quicker) and shipped via Royal Mail standard 2nd class. This service aims to be delivered within 3 - 5 working days however they are currently experiencing slightly longer delivery times due to Covid-19.

We also offer an express delivery for those last minute gifts, this is £4.50 and will have your orders packed and posted within 1 working day and sent first class via Royal Mail. This service aims to be delivered within 1 - 2 working days.

Please note, both delivery methods stated above are tracked. It will therefore let you know when the parcel has been delivered in which we will use this confirmation by Royal Mail of a successful delivery. If you have any issues or problems around this, please let us know at the time, however you will have to reach out to Royal Mail as the fault in these instances is theirs. We however will do what we can from our end to assist you to find the parcel.

Delivery time frames are just an indication and Number Sixty Two cannot help delays or longer delivery times as this is out of our control. Cancellations or refund requests will not be accepted due late delivery.

Please ensure that your address details are correct for failure to do this can lead to your parcel being delayed or go missing. If your address is incorrect and Royal Mail are unable to validate it, it will be returned to sender. Unfortunately we are unable to alter address details once this has been shipped and if returned to us we are unable to refund you for the shipping charges incurred. If you would like your order re-sent to you we will require you to cover the fee to re-send this to you. If your order goes missing due to an address error we are not to be held accountable for this and will not replace or refund goods if the address is incorrect.

Missing Packages

We kindly ask that the customers first port of call to be the courier handling the shipment since this reduces the delay in us resolving the issue once we know what is going on. Unfortunately we cannot see anything more on tracking than what you can and once the package leaves our studio we have little to no control over what happens to it! The courier however can access much more than us and if necessary can investigate this further for you.

Packaging

All of our packaging is recyclable and we have done what we can to limit the amount of plastic used. Our boxes are sourced from FSC certified suppliers and our peanuts are completely biodegradable and will disintegrate in water. Our tissue paper and stickers can be fully recycled and our bubble wrap has already been reused and can be reused again.

International Shipping

Our international service is fulfilled by Royal Mail. Depending on where you are in the world parcels can take between 3 and 7 days to arrive. You can track your parcel on every step of the journey too.

If your country is not listed at checkout please contact us and we will be happy to help.

Return & Exchange Policy

14 Days to Return

If for any reason you are unhappy with your purchase we accept returns from www.numbersixtytwo.com within 14 days of receiving your order on the condition that the product has not been used and is un-opened.

Choose carefully as we are unable to offer refunds on items due to change of mind. We offer exchange or online credit for all change of mind purchases so long as, the item is returned within 14 days of purchase and is in its original packaging and condition. Unfortunately, Number Sixty Two is unable to cover postage costs for change of mind items. To organise your exchange please email no.sixty2@gmail.com.

if you have any questions or need some help in returning your products please contact us. Unfortunately, once the products have been used, we are unable to make a refund unless the product is faulty.

Please contact us and let us know that you wish to return the item and we will provide you with a return address. Please send the order back to us in the original packaging. If the item returns to us damaged or broken we are unable to process an exchange or credit for you.

Upon receiving the item in good condition we will process an exchange or credit note for you to use.

Sale, Discounted or Custom Orders

If you have purchased an end of line, discounted, sale or imperfectly perfect items we are unfortunately unable to accept a return or issue a refund for items that fall into this category.

Custom orders are not able to be returned or refunded unless they arrive damaged. If so, please contact us immediately at no.sixty2@gmail.com and we will organise for a replacement or credit.

Sale items cannot be returned unless faulty. If an item arrives damaged, please email us immediately at no.sixty2@gmail.com and we will organise a replacement or credit.

100% Natural and Handmade

All Number Sixty Two products are made by hand in our small family studio. Our candles are hand-poured so slight imperfections and variations between products should be expected. All home living and jesmonite items may come with small air bubbles within the form. This is totally normal and is simply due to the organic make of the material.