

Our Standard Delivery

We aim to deliver our goods within 5 working days of an order being placed, however the exact day will depend on the customer's location and when our vehicles are scheduled to be in their area.

Customers on the island of Ireland can choose next day delivery at a service charge but these orders must be placed before 12 noon Monday - Friday.

Our parcels will be shipped by couriers, DPD, GLS or Lynx. We will provide you with a tracking number so that you can track the progress of your parcel.

1. General Information

All orders are subject to product availability. If an item is not in stock at the time you place your order, we will notify you and refund you the total amount of your order, using the original method of payment.

2. Delivery Location

Items offered on our website are only available for delivery to addresses in the EU and UK at this time.

3. Delivery Time

An estimated delivery time will be provided to you once your order is placed.

Delivery times are estimates and commence from the date of shipping, rather than the date of order.

Delivery times are to be used as a guide only and are subject to the acceptance and approval of your order.

Unless there are exceptional circumstances, we make every effort to fulfil your order within 5 working days of the date of your order. Business day means Monday to Friday, except holidays.

Please note we do not ship on weekends.

Date of delivery may vary due to carrier shipping practices, delivery location, method of delivery, and the items ordered. Products may also be delivered in separate shipments.

4. Shipping Costs

Shipping costs are based on the weight of your order and the delivery method.

To find out how much your order will cost, simply add the items you would like to purchase to your cart and proceed to the checkout page.

Once at the checkout screen, shipping charges will be displayed.

Additional shipping charges may apply to remote areas or for large or heavy items.

You will be advised of any charges on the checkout page.

Sales tax is charged according to the province or territory to which the item is shipped.

5. Damaged Items in Transport

If there is any damage to the packaging on delivery, contact us immediately at customerservice@westernhygiene.ie

6. Refunds

If an item is being returned for credit, no credit will be issued until the item has been received, inspected, and accepted. Once we receive your item, we will inspect it and notify you that we have received your returned item (via the email address associated with the account involved). We will immediately notify you (via the email address associated with the account involved) on the status of your refund after inspecting the item. If your return is approved, we will initiate a refund to your credit card (or original method of payment). You will receive the refund within a certain number of days (usually 2/3 business days), depending on your card issuer's policies. In some circumstances we may also credit your online account with an agreed amount in lieu of a refund to the original payment method.

7. Questions

If you have any questions about the delivery and shipment of your order, please contact us at customerservice@westernhygiene.ie