

Our shipping costs are based on the estimated size and weight of the items and this will be calculated at the checkout.

All orders received will be sent within three working days unless falling on weekends and bank holidays when the order will be sent the next working day. We require a signature for all deliveries. A tracking number will be provided upon dispatch of your order.

If you wish to return your order, put the item(s) back into the original packaging with a completed returns form and return using special or recorded delivery. Your item will be refunded if you return it within 28 days. The item is unused and not damaged.

International cologne orders are subject to hazardous goods shipping costs.

USA, Canada, Japan at a rate of £50 and Germany, France, Netherlands and Belgium for £35.

If you are not from one of these countries we may still be able to ship your cologne but we will have to charge even higher rates than the ones given here. If you have any queries please email info@donaldanthony.com

UK 1st Class Recorded Delivery

Deliveries will be made within 3-5 working days after you place your order [excluding Weekends] e.g. If you order on Wednesday your goods will be delivered by the following Monday. The cost of UK Recorded Delivery depends on the weight of your package. You will be able to track your order on the Royal Mail website (www.RoyalMail.com/track-trace) using the tracking number sent in your shipping confirmation email. We will advise you if your order is being dispatched via Royal Mail. Your order can be delivered anytime between 7am and 9pm and a signature is required on receipt. If you are not around to take delivery of your parcel, the carrier will leave a calling card telling you how you can pick it up. Orders over £100 will receive free UK shipping.

EU Member States Shipping Notes

VAT is charged on deliveries to EU Member States.

Important. Due to changes in the classing of cologne as a hazardous good which came into effect in January 2013, we are only able to ship colognes to certain countries outside the UK. These are:

Germany, France, Netherlands and Belgium for £35.

We are currently unable to automatically reflect this in our online shopping cart so if this applies to your order, we may contact you after your order is placed to ask for extra payment. If you are not from one of these countries we may still be able to ship your cologne but we will have to charge even higher rates than the ones given here. If you have any queries please email info@donaldanthony.com

USA and Canada Shipping Notes

Delivery is via US Postal Service or courier such as Fed Ex. All orders can be tracked and a signature will be required on delivery. The delivery cost does not include any applicable duty or customs tariffs that may be levied upon importation. These charges must be paid by the consignee.

VAT is not charged on deliveries to USA and Canada. The UK 20% VAT is automatically deducted from the price.

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Rest of World Shipping Notes

Delivery is via Royal Mail Airmail or with The Courier Company. All orders can be tracked and a signature will be required on delivery.

We aim to deliver your order as quickly as possible, but please allow up to 10 days. The delivery cost does not include any applicable duty or customs tariffs that may be levied upon importation. These charges must be paid by you, the consignee.

VAT is not charged on deliveries to the Rest of World. UK VAT of 20% VAT will be automatically deducted from the price on your invoice.

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Returns procedure

We are happy to offer a refund on item(st) returned within 28 days of purchase date. This applies to full price and sales items; you will be refunded the price at time of purchase as shown on the receipt. In the interests of hygiene we are unable to accept any items that have been used or with broken seals.

Your refund, together with the cost of the return postage will be issued in full on receipt of the items.

Simply return the items in the packaging, fill in the returns form and put it in back in the packaging. Return using special or recorded delivery. We will send you a confirmation of receipt and also when the refund has been processed. Please note refunds on courier costs are not provided.