



Thank you for shopping with Soap & Clay. Once you have placed your order, we will deliver between 2-5 working days. If you have ordered over the weekend or on a bank holiday, then we will dispatch your order on next working day. Our delivery charges are as follows;

Postal Charges

Orders under £35 are charged at £3.95

Orders of £35 or above are free of charge.

Once your order has been dispatched a confirmation will be sent to the provided registered email address.

Collections

Collections can be made from our shop in the centre of Cambridge, Tuesday to Sunday. Please arrange a time for collection by contacting Soap & Clay on 01223 660627 or email; naturallyhandmade@soapandclay.co.uk

International Shipping

Please contact us on naturallyhandmade@soapandclay.co.uk before making an order so that we can create a bespoke delivery for International shipping (Unfortunately we are unable to include the offer of free shipping on orders of £35 or above to our International friends).

Lost or Damaged packages

We use Royal Mail to deliver our packages, please allow 14 days from the date of your shipping confirmation for your parcel to arrive. If you believe your order has been lost or it is damaged on receipt then please email naturallyhandmade@soapandclay.co.uk and we will investigate any issues with the delivery of your order.

We are not responsible for packages that are delivered to the wrong address due to an incorrect or incomplete shipping address provided by the customer.