



Product Descriptions

Whilst we take every possible care to ensure that product descriptions and measurements on our website are correct, specifications are intended to give a general description and there may be slight variations in finish and colour due to either the hand-made nature of the item, the photographic process or computer software.

If the price or description is obviously in error, we reserve the right to limit Perfectly Lovely Interiors' liability to the return of the money the customer has paid.

Delivery Information

Please note at present Hidden Pretty Gifts currently dispatches to UK Mainland only.

If you choose Standard Delivery (£3.99 or FREE for orders over £25.00*)

Upon receipt of a valid order you will receive an email confirmation with an order number and details of the items that you have ordered. At Hidden Pretty Gifts we aim to dispatch your goods within 24 hours, but at particularly busy periods this may take up to 48 hours. You will receive an email confirming the order has been dispatched. Orders received over the weekend (after midday on Friday) will be dispatched the following Monday.

Orders placed using Standard Delivery to UK mainland addresses are sent by Second Class Royal Mail. You should expect your order to arrive at the designated delivery address within 2 - 5 working days of dispatch.

For your convenience, Standard Delivery does not require a signature on delivery. So, if you're not in when the delivery arrives, if there is somewhere safe and discreet for the parcel to be left, (for instance with the doorman of a block of flats, or within a covered porch with an unlocked door) the driver will leave it for you. If there is no appropriate location, the driver will leave a card or attempt to redeliver on a subsequent day. If you haven't received your order within 2-5 working days of dispatch and haven't received a card advising of attempted delivery, we would suggest you contact your local sorting office to see if they are holding your parcel for you to collect.

If you choose Premium Delivery (£3.99 or free on orders over £35.00)

Upon receipt of a valid order you will receive an email confirmation with an order number and details of the items that you have ordered. At Hidden Pretty Gifts we aim to despatch your goods the same working day, or failing that the following working day, and you will receive an email confirming the order has been dispatched. Orders received over the weekend (after midday on Friday) will be dispatched the following Monday.

Orders placed using Premium Delivery to UK mainland addresses are sent by First Class Royal Mail. You should expect your order to arrive at the designated delivery address within 1 - 3 working days of dispatch.

As with Standard Delivery, this service does not normally require a signature on delivery. If you are not in when the delivery arrives your parcel may be left in a safe location. If there is no appropriate location to leave the parcel, the driver will leave a card or attempt to redeliver on a subsequent day. If you haven't received your order within 1-3 working days of dispatch and haven't received a card advising of attempted delivery, we would suggest you contact your local sorting office to see if they are holding your parcel for you to collect.

If you choose Courier Delivery (£6.99 or FREE on order over £50.00)

Upon receipt of a valid order you will receive an email confirmation with an order number and details of the items that you have ordered. All orders placed before 3pm Monday-Thursday for Courier delivery will be dispatched the same day for delivery the following working day (Monday - Friday only, Bank Holidays excluded) and you will receive an email confirming the order has been dispatched. Any orders for Courier delivery placed after 3pm on a Thursday and up to 3pm on a Friday will be dispatched on Friday and delivered on the following Monday. Orders placed after 3pm Friday and over the weekend will be dispatched the following Monday for delivery on Tuesday or Wednesday.

The courier service used usually deliver between 8am - 6pm and require a signature confirming receipt of the goods. Unfortunately, we are unable to provide you with an estimated time of delivery. If you are not in when the courier attempts delivery, they will leave a card for you to rearrange delivery. Please be aware during peak periods Courier orders may be delivered up to 8pm in the evening.

When you place your order, you can request that the parcel be left with a neighbour or in a secure location by writing the relevant information in the 'Note to Customer Service' section after you have put in your address. This will be added to the delivery details for the courier however, please note if you advise that the parcel can be left somewhere you must be confident that it is a safe and secure location.