

Shipping & Handling Policy

Instaprohire
(a trading name of IW Props Ltd)

Last updated: 28/1/2026

This Shipping & Handling Policy explains how delivery, returns, and collections work for both hire items and purchased items from Instaprohire. It should be read alongside our Terms & Conditions of Hire and any applicable Terms & Conditions of Sale.

1. Shipping Area

- 1.1 We currently ship within the United Kingdom only.
- 1.2 We do not offer international shipping at this time.

2. Delivery Pricing (Tiered)

- 2.1 Delivery charges are calculated based on the total order value, excluding VAT and deposits:
 - Orders up to £19.99: £9.99 delivery
 - Orders £20.00 – £49.99: £6.95 delivery
 - Orders £50.00 and over: Free delivery
- 2.2 All delivery prices are exclusive of VAT. VAT will be applied at checkout where applicable.
- 2.3 These delivery tiers apply to both hire items and purchased items, unless otherwise stated on the product listing.
- 2.4 Certain items may be excluded from tiered pricing where they are unusually bulky, heavy, fragile, or require specialist handling.

3. Dispatch & Delivery Times

- 3.1 Orders are dispatched Monday to Friday, excluding public holidays.
- 3.2 Dispatch and delivery times are estimates only and are not guaranteed.
- 3.3 We are not responsible for courier delays once an order has been dispatched.
- 3.4 We do not offer guaranteed or time-critical delivery services via the website.

4. Hire Items – Returns

- 4.1 Free return postage is included with all hire orders.
- 4.2 A prepaid return label will be emailed to the address used at checkout.
- 4.3 Items must be packaged securely for return.
- 4.4 Hire items must be posted back on or before the final day of the Hire Period.

5. Purchased Items – Returns

- 5.1 Purchased items are not supplied with free return postage unless required by law.
- 5.2 Customers are responsible for return postage costs unless the item is faulty or incorrect.

6. Collections (Hire Items Only)

- 6.1 Local collection is not offered at checkout.
- 6.2 Collection may be available by prior arrangement only.
- 6.3 Delivery charges still apply even where collection is agreed.

7. The Vault (Free-Use Items)

- 7.1 The Vault is a goodwill initiative offering free-use items.
- 7.2 Vault items are free, but shipping & handling applies unless collected.
- 7.3 Items are supplied as-is, with no charges for loss or damage.

8. Responsibility & Risk

- 8.1 Risk passes to you upon delivery confirmation.
- 8.2 For hire items, risk remains until returned and received.
- 8.3 We are not responsible for third-party courier issues.

9. Contact

For shipping queries, contact:
instaprohire.uk@gmail.com