

# Shipping & Handling Policy

Instaprophire

(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 Instaprophire. 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