

STOCK LEVELS

Though our site does not show 'live' stock levels, most of the goods should be in stock. However, as we try to purchase unusual, one off pieces it is not always possible to keep it up to date. Please email shop@sixtyonehighstreet.co.uk or call 01929 422141 if you see something you like and where possible we can take orders and arrange delivery.

DELIVERY

Whilst we do try our best to meet the delivery timescales that we quote, occasionally deliveries can be late due to reasons out of our control. Please do not pre-book an electrician or carpenter etc. to install the goods from us until you have received and checked your items.

We aim to deliver quickly. Generally, your order will be processed within a few hours and we often manage to fulfil standard deliveries within a couple of days, except for made to order items which can take up to 8 weeks. We only deliver to mainland UK and you will be charged to cover the insurance.

RETURNS & REFUNDS

We want you to love your products which are always sold to you in the good faith that they are of pleasing quality and condition! However, you are most welcome to return your order in full or part for a full refund (minus the postage). Please follow the steps below:

- Email shop@sixtyonehighstreet.co.uk or call 01929 422141 within 14 days to inform us of the items you wish to return. You can print a copy of our returns form by [clicking here](#) which you should print out, fill in and enclose with your parcel.
- Pack the parcel carefully and wrap everything separately. Make sure small parts i.e. screws, bolts and fittings are wrapped separately as received to avoid damage.
- As the customer you are responsible for returning the goods to us safely along with 'paying' the cost of postage. Please make sure your parcel is suitably insured etc as the goods are your responsibility until we receive them. Generally Royal mail will be able to offer suitable methods of return (2nd Class Signed For is normally adequate). [Visit the Royal Mail website here.](#)

FAULTY ITEMS/MISSING ITEMS

Please let us know within 48 hours of purchasing your order if you have any issues with missing, faulty or damaged goods. Email us on shop@sixtyonehighstreet.co.uk . If possible, please email a picture of the damage as this will help us to quickly resolve any issues and decide on appropriate steps to rectify the problem. We will always rectify problems as swiftly as possible!