



IDENTITY LEATHER CRAFT

for people who make, mend or adapt things out of leather



We welcome EU and international customers and ship worldwide.

We have updated the website to correspond to Brexit changes – for International customers VAT (Sales Tax 20%) will be deducted for you at checkout.

Do please note that any import duties or customs levies will be asked for by the courier and will need to be paid before your item can be delivered.

Depending on the order we use the UK Royal Mail International Service with tracking where available. For larger and heavier parcels we will search to find the best courier service at the most reasonable prices. Please note that where duties and taxes are charged these are payable by the customer. We can ship most of our products worldwide, however, there are restrictions on shipping certain items, usually this will be detailed in the product description.

Exemptions: the following products cannot be shipped outside of the UK:

Fiebing's Leather Dye, Fiebing's Pro Dye, Fiebing's De-Glazer, Fiebing's Dye Reducer

Please note the delivery charge at check-out is an estimate. In some situations, we may need to ask for more shipping to cover the costs, based on the weight/volume and final destination. Where actual shipping costs are lower a refund will be made to you. If the shipping costs exceed the amount you are willing to pay we are happy to refund your order.

Approximate Guide to International Shipping Charges:

- For orders up to £20.00 - £7.50
- For orders between £21.00-£50.00 - £13.50
- For orders between £51.00-£80.00 - £18.50
- For orders over £81.00 - £27.50

Covid-19 - Please note that there are restrictions and delays in place for some countries worldwide.

www.identityleathercraft.com

The Identity Store Holt Lane Matlock Derbyshire DE4 3LY Telephone +44 1629 581403



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Please note that PO Box numbers are not accepted by carriers and in the event that you wish to use one, please contact us and we will try for a satisfactory solution.

You are responsible for any customs, duties or taxes imposed by your country. The Identity Store Limited or its subsidiaries Identity Leathercraft or Identity in Printing will not issue refunds where you did not receive your order because you failed to pay customs, duties or taxes imposed by your country.

We are always happy to help...

For any questions regarding international orders, please contact us at sales@theidentitystore.co.uk.

We try to answer all emails within 24 hours.

You may also call us at (0044) 1629 581403 during the hours of 9:00 a.m. to 5:30pm GMT (Greenwich Mean Time).



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