

# Delivery

From the Teas.co.uk wiki

**Delivery, in summary:** How tea delivery works at teas.co.uk: free UK delivery over £35, how orders are packed and shipped, and how to keep tea fresh once it arrives.

*Last reviewed by the teas.co.uk team in May 2026.*

**Teas.co.uk delivers across mainland UK, with free delivery on orders over £35 and standard tracked shipping for everything else. Most UK addresses receive orders within 1-3 working days of dispatch.**

This page covers delivery options, timings, areas, and what to do if something goes wrong.

## The delivery promise

- **Free UK delivery on orders over £35.** Tracked, next working day where possible.
- **Flat rate £3.95 standard delivery** on orders under £35. 1-3 working days.
- **Express next day option** available at checkout for £6.95 (order before 1pm Mon Fri).
- **UK mainland coverage.** Northern Ireland, Highlands and Islands, and Channel Islands have variable additional charges based on courier surcharges, calculated at checkout.

## How quickly do orders dispatch?

Same day dispatch on orders placed before 1pm Monday Friday. Orders placed after 1pm or on weekends dispatch the next working day.

Bank holidays and the period between Christmas and New Year are exceptions, orders may take an extra 1-2 days to leave us.

## Couriers we use

- **Royal Mail Tracked 24 / Tracked 48.** The default for most orders. Door to door tracking, signed for option available.
- **DPD.** For larger or higher value orders. Hour window delivery slots, real time tracking.
- **Evri (formerly Hermes).** Backup option for some routes. Standard tracking.

You'll receive a tracking link by email when your order dispatches. Most UK customers prefer to track via the courier's app rather than emails.

## Delivery areas and timings

### England, Scotland (Lowlands), Wales

1-3 working days from dispatch. Express next day option available. Free shipping over £35.

### Scottish Highlands and Islands

3-5 working days. Some islands (Outer Hebrides, Shetland, Orkney) may take 5-7 working days. Surcharges apply for some Highland postcodes due to courier supplements.

### Northern Ireland

2-4 working days. Royal Mail standard delivery. £35 free shipping threshold applies.

### Isle of Man, Channel Islands

3-7 working days. Customs declarations apply (we handle the paperwork). Some product restrictions apply for non mainland UK.

## International shipping

We currently support UK delivery and selected European destinations at checkout. If your country is not shown, contact us before ordering and we will confirm whether we can send the parcel, what it will cost, and whether any product restrictions apply.

Customs duty, local taxes, and import delays are outside our control and are the recipient's responsibility.

Region	Estimated time	Notes
Republic of Ireland	3-5 working days	Tracked options, calculated at checkout
Selected European destinations	Usually 5-9 working days	Availability and price shown at checkout
Other countries	By request	Contact us first so we can confirm courier options

## Order tracking

Once your order dispatches, you'll receive:

1. A dispatch confirmation email with tracking number and link.
2. Status updates from the courier (depending on courier, Royal Mail and DPD both provide good visibility).
3. An estimated delivery window the day before delivery, where the courier supports it.

If you don't receive a dispatch email within 48 hours of placing your order (excluding weekends), check your spam folder, then contact us via the website.

## What if delivery is delayed?

Royal Mail aims for 1-2 working days but doesn't guarantee. DPD's tracked next day service is more reliable. Express next day orders that don't arrive on time are eligible for a refund of the delivery surcharge (the £6.95 difference).

If your tracked order shows no movement for 5+ working days, get in touch, we'll investigate with the courier and either chase the package or send a replacement.

## What if my order arrives damaged?

Tea is well protected in our packaging, most boxes survive UK courier handling intact. If your order arrives damaged:

1. Photograph the damage (outer box, inner damage, individual products if affected).
2. Contact us within 7 days of delivery via the website.
3. We'll send a replacement or refund the affected items, no questions asked for genuine damage.

## What if my order is missing items?

[Mistakes](#) happen rarely but they happen. If items are missing from your order:

1. Check the packing list (every order ships with one).
2. Check whether multiple parcels were dispatched (large orders sometimes split).
3. Contact us within 14 days. We'll send the missing items at no charge.

## Returns

If you're unhappy with an order or change your mind, you can return unopened products within 30 days for a refund (excluding original shipping cost). Opened tea cannot be returned for hygiene reasons.

Faulty products (defective bags, mouldy tea, expired stock that shouldn't have shipped) are refunded in full including shipping.

## Subscription and repeat orders

Most regular drinkers reorder their staples ([Yorkshire](#) Tea, PG Tips Decaf, Pukka After Dinner) every 4-8 weeks. Repeat ordering is quick from your account page, where saved addresses and previous orders are available. Any subscription options shown on the site can be managed through your account.

## Free shipping threshold strategy

£35 is the threshold. Orders that fall just under often benefit from adding one more product. Common pairings to push an order over £35:

- Add a packet of Pukka After Dinner (£3.50) to a £33 order
- Add a Border [Biscuits](#) sharing pack (£4.50) to a £31 order
- Add a single matcha sachet (£3) to a £33 order

The £3.95 saved on shipping usually justifies a £4-5 additional product, and most regular drinkers find something they wanted anyway.

## Eco conscious packaging

Outer packaging: cardboard boxes, recycled paper void fill (no plastic packing peanuts). Inner product packaging: brand supplied (we don't repackage products to avoid extra waste). Most of our packaging is fully recyclable; specialist materials (some tin lined packets, some plastic outer wraps) follow brand specific recycling guidance.

## FAQ

**How long does delivery take?** 1-3 working days for standard mainland UK shipping after dispatch. Same day dispatch on weekday orders before 1pm.

**Is delivery free?** Free on orders over £35. £3.95 flat rate for orders below.

**Do you ship to Northern Ireland?** Yes, 2-4 working days. Same £35 free shipping threshold.

**Do you ship internationally?** Limited international shipping to selected European countries. Other countries by special request.

**What if my order is late?** Most UK orders arrive 1-3 working days after dispatch. If yours is delayed beyond 5 working days, contact us, we'll investigate.

*Curator's note: shipping tea reliably across the UK is one of those things that's invisible when it works and infuriating when it doesn't. We picked our couriers based on what actually arrives on time, not on the cheapest list price. Lee, Teas.co.uk, Tunbridge Wells.*

## Delivery, at a glance

Aspect	Detail
Free delivery	orders over £35, mainland UK
Standard shipping	flat rate below £35; tracked
Timing	1 to 3 working days after dispatch, mainland UK
Northern Ireland	2 to 4 working days, same £35 threshold
International	limited, selected European countries; others by request

**FROM THE CURATOR** *teas* · Spend less on prestige, more on freshness. A two-month-old supermarket bag still beats a three-year-old gift tin.

## Delivery and storage companion reading

- [How to store tea](#)

- [Loose leaf tea](#)
- [Black tea](#)
- [Herbal tea overview](#)

## More from the tea wiki

- [Green tea](#)
- [Black tea](#)
- [Oolong tea](#)
- [White tea](#)
- [Herbal tea](#)
- [Caffeine in tea](#)
- [How to make tea properly](#)
- [Loose leaf vs teabag](#)

### Earn rewards on Teas.co.uk

Earn loyalty points on every order. Free to join.

**+100 pts**

**Create your free account**

Welcome bonus + earn on every order.



**100 pts = 1 tree**

**Plant a tree in Scotland**

Pledge points to our reforestation partner.

