



Shipping & Delivery Policy

Effective from: 28th February 2026

Contact: enquiries@melodyjoan.com

We post all orders from our family base in the UK.

Dispatch times:

We aim to send items out within **2 working days** (not counting weekends or bank holidays). During busy times like Christmas, it might take a touch longer but we'll always keep you updated.

Delivery options:

- **Standard Delivery for cards** is via Royal Mail which normally takes 2–4 working days with a packaging and delivery charge from us of 87p.
- **Standard Delivery for all other items** is via Evri which normally takes 2-4 working days with a packaging and delivery charge from us of £3.95.
- **If you need your item quicker, please contact us and we can quote a cost for next day delivery for you.**
- **All orders over £35 qualify for free postage. You can combine items and pay one postage charge if it is under £35.**

International Delivery

We're happy to offer international delivery. If you're ordering from outside the UK, please email us at enquiries@melodyjoan.com with the items you're interested in and your delivery address, and we'll provide a postage quote before you place your order.

Lost or delayed parcels:

If your order hasn't shown up when it should, drop us a message and we'll help track it down. Once it's with the courier, it's technically out of our hands, but we'll always do what we can.

Market purchases:

If you've bought something from us in person at a market, the same returns and care policies apply.
