# Delivery & Shipping Policy

Last updated: Nov 10, 2026

We deliver anywhere in the UK. Orders placed by 12pm on a working day are dispatched the same working day, and most arrive 1–3 working days after dispatch. The delivery charge for your order is always shown at checkout before you pay.

## Where we deliver

| Area | Delivery after dispatch | Charge |
|---|---|---|
| UK mainland (England, Wales and southern Scotland) | 1–3 working days | **£7, Free over £30** |
| Scottish Highlands | **2–5** working days | **£12, Free over £30** |
| Scottish islands, Isle of Wight and Isles of Scilly | **3–7** working days | **£12, Free over £30** |
| Northern Ireland | **3–7** working days | **£12, Free over £30** |

Which postcodes count as Highlands or islands follows our courier's surcharge list, and checkout applies it automatically. We do not currently deliver to the Isle of Man, the Channel Islands, BFPO addresses or outside the UK; please contact us if you need this.

Working days are Monday to Friday, excluding bank holidays.

## Dispatch

- Orders placed and paid by **12pm** on a working day are dispatched the same working day. Orders placed later, at weekends or on bank holidays are treated as placed on the next working day.
- Credit account orders are dispatched once they are within your account's credit limit and the account is in good standing.
- When your order leaves us, we email you the courier's name and a tracking number.
- If anything is delayed or out of stock, we will email you with a new date. You can cancel the affected items for a full refund if the new date doesn't suit you.

## Hazardous products

Some of our cleaning chemicals are classed as dangerous goods for transport. We pack and label them to the ADR rules for carrying dangerous goods by road, usually as Limited Quantities. Because of this:

- they travel by road with **APC Overnight**, never by air or Royal Mail
- deliveries to Northern Ireland and the islands can take longer, because they need a sea crossing
- a few products may not be available to some postcodes; checkout will tell you, or we will contact you before dispatch
- the packaging and hazard labels must not be reused to send dangerous goods on

Safety Data Sheets are available by emailing **products@saanro.com**.

## Corrosive and age-restricted products

Under the Offensive Weapons Act 2019, some corrosive products cannot be sold to anyone under 18, and when sold online they cannot be delivered to a home address or a parcel locker. Products this applies to are marked on their product page. For these products:

- you must confirm you are 18 or over when you order
- they can only be delivered to a business address, or collected from us by arrangement
- the courier may ask for photo ID and will not leave the parcel with a neighbour or in a safe place

We will cancel and refund any order for these products with a residential delivery address.

## Receiving your order

- Someone needs to be available to receive the delivery, and the courier may ask for a signature.
- Heavy items such as 25-litre drums and pallets are delivered to the ground floor at the delivery address.
- Check the parcel before signing. If the packaging is damaged, mark the courier's record as "damaged". Do not accept a parcel that is leaking.
- Tell us about any damage, leaks or missing items within **48 hours** of delivery, with photos if you can, at **sales@saanro.com**. For consumers, this does not affect your legal rights.

## Missed and lost deliveries

If nobody is in, the courier will contact you. Parcels that can't be delivered are returned to us, and we may charge for sending them again.

If your order hasn't arrived within 5 working days of dispatch, contact us. We will chase the courier and either send a replacement or refund you.

## When the goods become yours

The goods are your responsibility from the moment they are delivered to you. Ownership passes once we have received full payment; see our Terms & Conditions for the details.