



Shipping Policy-The Box Hub by The Parenting Community Ltd

Effective Date: 01.09.2025

Last Updated: 31.08.2025

Here's everything you need to know about how we ship:

Delivery Method

All our boxes are shipped via Royal Mail 48, which typically takes 2–3 working days from dispatch to arrive at your door.

Processing Time

Each box is lovingly picked, packed, and prepared by hand. Please allow up to 5 working days for us to process your order before dispatch. This means the total turnaround time may be up to 7 working days from placing your order to receiving your box.

Please note: No dispatches or deliveries take place on Bank Holidays. We always aim to get your box out as quickly as possible — and we'll keep you updated every step of the way.

Tracking Your Parcel

Once you've placed your order, you'll receive a confirmation email from us. When your box has been handed over to Royal Mail, you'll receive tracking information and updates.

Royal Mail 48 includes:

- Tracked to delivery point
- Photo upon delivery
- SMS or email notifications
- Aims to deliver in 2–3 working days
- Compensation covers up to £150

Delivery Delays

Once your box leaves us, it's in the hands of Royal Mail. While they're usually reliable, we cannot be held responsible for delays caused by strikes, service disruptions, or other issues beyond our control.

Note: We're not responsible for delays, but we'll always keep you informed and updated along the way.

Destinations

We currently ship within the UK only. We hope to expand in the future — stay tuned!