

Delivery and Returns

Please note that delivery is currently only automatically calculated for within the United Kingdom. European delivery can be arranged upon request

Orders will normally be dispatched within two to three Working Days from receiving your Order Confirmation and payment. Wherever possible, they will be dispatched the next Day.

Orders are sent via Hermes signed for courier service.

Normal postal lead times are:

UK destinations: 3 – 5 working days, with exceptions in remote areas such as the Channel Islands and the Scottish Highlands, whereby delivery may take up to 7 working days

Europe: Arranged upon request only

We will always do Our best to inform you about any delay.

Please note that estimated delivery dates may vary according to the availability of Goods, your location, and circumstances beyond Our control.

If, upon receiving your Goods, you are not completely satisfied with them, or if you simply decide you no longer want them, you are welcome to a full refund or exchange so long as you contact Us within 14 Days.

Please contact Us via email at: skorpionrope@gmail.com within 14 Days of receipt.

Used ropes

Due to hygiene and public health, once you have used ropes to tie yourself or someone else, We are unable to offer a refund or exchange (unless you find the ropes to be faulty, in which case they will be exchanged like for like). Please ensure that you are happy with your ropes BEFORE you use them to tie.

Incorrect, damaged, or faulty Goods

If We have sent you the wrong Goods, or if they are damaged or faulty in any way, please let Us know within 14 days of receipt and We will replace them or refund you, as preferred.

When emailing Us, please state your Order number, your reason for return, and if a refund or exchange is preferred. Once We receive your email We will send you Our return address. We suggest you ask for a receipt of postage from the post office. This is a free service that the post office provides and proves that your item has been sent. We cannot accept responsibility for Goods lost in transit.

All shipping back to SKorpion Rope is paid for by you, the customer. We are unable to refund your postal fees.