

Shipping policy

At AG Dental, we aim to provide a smooth and efficient shopping experience. Below is an overview of our shipping and delivery process.

We automatically calculate shipping costs at checkout, they will fall under one of the following categories:

Value of goods in cart

Up to £10 - £4.95

Up to £50 - £10.95

Over £50 – free delivery

Note: Delivery times are estimates and do not account for unforeseen delays (e.g., customs processing, inclement weather).

Order Processing Time

- All orders are processed within 2 business days (excluding weekends and holidays).
- If we are experiencing a high volume of orders, shipments may be delayed by a few days. If there will be a significant delay in shipment, we will notify you via email or phone.

Shipping Confirmation and Order Tracking

- Once your order has been shipped, you will receive a **Shipping Confirmation** email with your tracking number.
- You can track the shipment using the tracking link provided in the email

Shipping Restrictions

- We currently do not ship overseas
- Shipping carriers may require a valid phone number and a signature upon delivery for certain products.

Failed Delivery Attempts and Undeliverable Packages

- If a package is returned to us due to an incorrect address, failed delivery attempts, or if it is refused at delivery, we will contact you to arrange a reshipment.
- Additional shipping costs may apply for reshipment if the initial error was due to incorrect information provided by the customer.

Lost or Damaged Packages

- If your package is lost or damaged during transit, please contact us at sales@agdental.co.uk with your order number and details.
- We will work with the shipping carrier to resolve the issue and arrange for a replacement or refund, if applicable.

Contact Us

If you have any questions regarding shipping or delivery, please contact our customer service team at sales@agdental.co.uk or on 0800 0236100.