

At AG Dental, we are committed to making your shopping experience seamless. Here's a quick guide to our shipping process:

Shipping Costs

Shipping is automatically calculated at checkout, based on the total value of your cart:

- Orders up 0.5kg: £3.95
- Orders 0.51kg – 2kg: £6.45
- Orders over 2kg: Free delivery

Note: Delivery times are estimates and may vary due to unforeseen delays such as customs or weather conditions.

Processing Time

Orders are processed within 2 business days (excluding weekends and holidays). In case of high order volumes, processing may take a little longer. If your order is significantly delayed, we'll notify you via email or phone.

Shipping Confirmation & Tracking

Once your order ships, you'll receive a confirmation email with tracking information. Simply follow the link to monitor your shipment's progress.

Shipping Restrictions

- We do not ship internationally at this time.
- Some shipments may require a valid phone number or a signature upon delivery.

Failed Deliveries & Reshipment

If your package is returned due to incorrect address details or failed delivery attempts, we'll contact you to arrange reshipment. Please note, additional shipping fees may apply if the original issue was due to customer error.

Lost or Damaged Packages

If your package is lost or damaged during transit, contact us at sales@agdental.co.uk with your order number and details. We'll coordinate with the shipping carrier to resolve the issue and offer a replacement or refund where applicable.

Contact Us

For any shipping inquiries, reach out to our customer service team at sales@agdental.co.uk or call us at 0800 0236100.