

Lakeland Orthotics Ltd Delivery and Postage Information

Delivery Information

UK Delivery

All items on the Lakeland Orthotics website are delivered to UK Mainland addresses via Royal Mail or courier, depending on the size or value of the order. All orders to UK Mainland addresses over £75 (exc. VAT) automatically qualify for FREE delivery.

Bulky orders, non-UK mainland and overseas orders will probably be sent by courier which is a recorded delivery service.

We also deliver to Northern Ireland, Scottish Highlands and UK offshore islands (eg Channel Islands) by courier for a nominal fee.

European Delivery

We now deliver to European delivery addresses in 24 countries. Here is a list of all the countries in Europe that we deliver to:

IE Ireland, Republic of
BE Belgium
NL Netherlands, The (Holland)
LU Luxemburg
FR France
DE Germany
MC Monaco
AT Austria
DK Denmark
FI Finland
IT Italy
PT Portugal (excluding Azores and Maderia)
MT Malta
ES Spain (excluding Canary Islands, Ceuta and Melilla)
SE Sweden
BG Bulgaria
CZ Czech Republic
EE Estonia
GR Greece
HU Hungary
LV Latvia
PL Poland
RO Romania
SK Slovak Republic
SL Slovenia
LT Lithuania

Ordering with Lakeland Orthotics Ltd is safe

Lakeland Orthotics Ltd is an ISO 9001:2008 accredited business, providing peace of mind that your order is safe in our hands.

Frequently Asked Questions

Who Will Deliver My Order?

Smaller items and orders below (£75 exc. VAT) are sent by Royal Mail 1st Class Post. Our aim is to get your items to you as quickly as possible. Bulky orders or orders over £50 will be sent by courier.

If your order is being delivered to a non-UK European address, it will likely be delivered by UPS courier. If you would like to track your item, please email info@lakelandorthotics.co.uk or call our Customer Care Team on (+44) 1482 586088 for details. Our offices are open Monday to Thursday, 08:30 to 16:00 GMT and on Friday; 08:30 to 13:00 GMT

How Do I Check What Delivery Method Will Be Used?

Please give our customer care team a call to check how your item will be dispatched on (+44) 1482 586088, or email info@lakelandorthotics.co.uk. To avoid disappointment and to ascertain a precise delivery expectation, please call our team on (+44) 1482 586088, and we will be able to check stock levels and delivery times before you order.

When Will My Order Be Dispatched?

We aim to dispatch your item as quickly as possible. If you order before 12 noon, Monday to Thursday (excluding Bank Holidays and factory closures), we will endeavour to dispatch your item the same day or. Orders placed on Fridays will normally be dispatched on the next working day. If you place your order after 12.00 GMT, your order will be dispatched the next working day. If placing an order over the weekend, your order will be processed on Monday. Approximately 80% of our orders are dispatched within this timescale.

Wholesale bulk orders, orders not currently in stock or custom/bespoke orders may take longer. To avoid unnecessary disappointment, contact our Customer Care Team at info@lakelandorthotics.co.uk or call us on (+44) 1482 586088 to ascertain if the product you want is in stock or to obtain an ETA.

Larger or more valuable items are sent by our courier service, free of charge. Items are sent by either 24 hour courier service or a 2 to 3 day delivery service. Please see individual product descriptions for more details.

Items are not dispatched on Saturdays, Sundays or Bank Holidays as our offices are closed and during factory closures which are published on our website. Your item may however be delivered on a Saturday with your normal Saturday post.

Can I Get My Order Even Faster?

Many of our products can be delivered by courier for a small charge to ensure that you receive urgent products even faster. Please see delivery options on individual products for availability of delivery methods or call our Customer Care Team on (+44) 1482 586088 for further details and to check product stock levels.

My Order Has Not Arrived?

The period stated within which you will receive your order is approximate. First Class orders can take between 1 and 3 days. Larger items sent via courier generally arrive within 1 to 3 days, some specialist items will take longer. Goods will be sent to the address given by you in your order and stated in the Order Confirmation. Please note that orders of multiple items may arrive separately.

Wholesale bulk orders, orders not currently in stock or custom/bespoke orders may take longer. To avoid unnecessary disappointment, contact our Customer Care Team at info@lakelandorthotics.co.uk or call us on (+44) 1482 586088 to ascertain if the product you want is in stock or to obtain an ETA.

Please also see on our website www.lakelandorthotics.co.uk the following documents available for view or download on our download page:

Terms and Conditions for sale of goods to business customers
Terms and Conditions of Provision of Service (Business)
Terms and Conditions of Provision of Service (Consumer)