

Shipping & Delivery Policy

Uptero Group Ltd

Last updated: 01/10/2026

At Uptero, we strive to deliver your purchases in a timely and efficient manner. Our shipping policy is designed to provide you with a range of delivery options and to ensure that your order reaches you as expected.

Shipping Partners

We work with multiple logistics providers to offer a range of delivery options suitable for different types of orders. The choice of logistics provider depends on the size and specifics of the order.

Dispatch Times

Orders placed before 12pm are usually dispatched on the same working day.

In certain circumstances, we reserve the right to dispatch orders within 1 to 2 working days. If such a situation occurs, we will advise you of the potential delay.

Delivery Times

Delivery times may vary based on the destination, the selected shipping method, and the efficiency of our shipping partners. While we aim to meet these timelines, there can be delays due to unforeseen circumstances. Please note that delivery delays caused by our logistics partners are beyond our control, but we commit to assisting you in resolving such issues should they occur.

Responsibility for Shipping Delays

Uptero should not be held responsible for delays caused by third-party logistics partners. However, we understand the inconvenience caused by delayed deliveries and will strive to support and assist in tracking and expediting orders wherever possible.

Contact us: office@uptero.co.uk