

Wellsies Pet Treats (Wellsies Cakes) Shipping and Delivery Policy



At Wellsies, we aim to get your handmade pet treats to you as quickly and safely as possible. Please read our shipping policy below to understand how we handle deliveries.

Processing Times

- All orders are handmade and dispatched within 2-5 working days of payment.
 - During busy periods (e.g. holidays, special launches), processing may take slightly longer – we'll keep you informed via email or social media updates.
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UK Shipping

- We offer Royal Mail 2nd Class as standard, with upgrades to 1st Class or Tracked available at checkout.
 - Delivery usually takes 2-4 working days from dispatch, depending on the method selected.
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International Shipping

We currently do not ship outside the UK due to restrictions on pet food exports. We hope to expand in future and appreciate your understanding!

Postage Rates

Shipping costs are calculated at checkout based on the size and weight of your order. We keep postage as affordable as possible and do not profit from delivery fees.

Missed or Delayed Deliveries

- If your order hasn't arrived within 10 working days of dispatch, please contact us and we will do our best to assist.
 - Once your order has been posted, we cannot be held responsible for postal delays caused by Royal Mail or courier services.
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Lost or Damaged Parcels

- If your parcel arrives damaged, please email us within 48 hours with photos so we can arrange a replacement or refund.
 - Lost parcels are rare, but we will always help investigate and resolve any issues with you.
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Returns Due to Incorrect Address

- Please double-check your shipping address at checkout.
- If a parcel is returned to us due to an incorrect address, we can resend it once the additional postage is paid.

Need help?

If you have any questions about your order or delivery, you can contact:

- Wellsiescakes@outlook.com
- TikTok & Instagram: @wellsiespettreats
- Visit our weekend Pop-Up Shop (from 18th April 2025)