What do I do if I have an issue with my delivery?

Tom Parks - 2025-02-04 - Delivery

You can use the Royal Mail tracking details provided in your shipping email to track your order.

If you have an issue with your delivery or it has not arrived in the expected time period, firstly please the guidance in our article, What delivery options do you provide?

Make sure the delivery address and contact details provided in your shipping email is correct. Also check that neighbours have not received the parcel for you.

Missed deliveries can be rescheduled using the tracking details provided, or the paper slip left by the delivery driver. You may have to wait until the evening until you can book a redelivery. If the shipping address is incorrect, you may be able to schedule a delivery to a collection point via Royal Mail.

If you have any issues or queries regarding your delivery, please email our customer service team at info@rosewaylabs.com.

When emailing us, please confirm the correct address and your contact details.

Unfortunately, orders returned to us cannot be resent and must be destroyed to comply with strict rules regarding the safety and storage of medication.