
About Payment and Ordering

Information about payment and ordering from Transformation.

What are our delivery charges?

Delivery Method
Sterling (UK ONLY)
US Dollars
Euros

Priority Delivery

£5.95

\$22*

19*

Priority Delivery (Fully Insured)

£7.95

\$29*

25*

Next Day Delivery

£8.95

\$39**

32**

Next Day Delivery (Fully Insured)

£10.95

\$45**

38**

Rest Of World Delivery (Fully Insured)

\$59***

49***

* Priority Swiftair to USA, Canada and Western Europe Only (5-7 days)

** Express Courier to USA, Canada and Western Europe Only (2-4 days)

*** Express Courier All other countries (3-7 days) including full insurance

Western Europe countries are Belgium, Denmark, Germany, France, Ireland, Italy, Luxembourg, Netherlands and Spain.

How long will it take to receive my order?

We despatch 96% of orders within 24 hours. The delivery time will depend on your location and the method of delivery chosen - for example, deliveries using our standard Priority Delivery will take up to 7 days to reach the USA. Express delivery for the US generally takes up to 3 days. Rest of the World deliveries can take up to 7 days. Within the UK, Priority Delivery can take up to 2 working days (although usually less), while Next Day Delivery is usually next day.

How can I order without a credit card?

You can browse the site as normal, adding items to your shopping cart, and then choose 'print out your order' from the shopping cart screen. You can then post your order to us with appropriate payment - for example, personal cheque, bankers draft, postal order or International Money Order.

Can I pay by bank transfer?

Yes, if the order is over £100, (\$200, €150) Our bank details are:

Account No: 140/00/10382240

Sort Code: 01-03-21

Name of account: CDC (Mail Order) Ltd.

Please print out your order (as above) and include a note to let us know about the bank transfer.

How discreetly are parcels sent, and how is it shown on my credit card statement?

All our goods are sent in plain packaging and there is a return address on the back: CDC and our UK head office in Manchester. Your credit card statement will show a payment to CDC and all cheques and money orders can also be made out to CDC.

Can I pay using an Electron card?

Unfortunately we can't accept orders with this card.

How do I order an item from your catalogue that isn't on the website?

Please DO NOT send your credit card details by email - this is not secure. If you visit here you can enter your order using the same security level as our online ordering. We would need your name, address, credit card type/number/expiry date, telephone number and the items you wish to order. Don't forget to include postage costs in your total (rates are shown at the top of this page).

Returns and Refunds

You may return unused and unopened products within 7 days for alternative items, less postage costs. In the event of a product or item being faulty, defective items will be replaced with a similar or alternative item. N.B. US customers please do not return goods via UPS Delivery, if you are unsure please contact our Customer Services Department for more information.

Cash On Delivery Service

Did you know you can pay for your order on delivery? [Click here for details.](#)