



MUSTANG TOOLS

Unit 1B, Cornish Way, North Walsham, Norfolk, NR280AW

Telephone: (01692) 404005

Email: sales@mustangtools.co.uk

Website: www.mustangtools.co.uk

Shipping Policy

Last updated: August 24, 2026

Thank you for shopping with us. We want your order to arrive safely and on time. Please review the information below regarding our shipping process, delivery times, and shipping policies.

Order Processing

Orders are typically processed within 1–3 business days after payment has been successfully received.

Orders are not processed or shipped on weekends or public holidays. During busy periods, product launches, promotions, or holidays, processing times may be slightly longer.

Once your order has been shipped, you will receive a confirmation email containing tracking information, where available.

Shipping Rates & Delivery Times

Shipping costs are calculated and displayed at checkout based on your delivery address, order size, and selected shipping method.

Estimated delivery times are:

Standard Shipping: 2-3 business days

Express Shipping: 1-2 business days

International Shipping: 7–21 business days

Delivery estimates are provided as a guide and are not guaranteed. Delays caused by postal services, couriers, customs, weather, or other circumstances outside our control may occasionally occur.

International Shipping

We currently ship to UK and Ireland

International customers may be responsible for customs duties, import taxes, VAT, or other fees imposed by their destination country. These charges are not included in the product or shipping price unless explicitly stated at checkout.

C.R.UTTING LTD.

Managing Director: C.R.Utting

Registered Office: Unit 1B, Cornish Way, North Walsham, Norfolk, NR280AW

Registered In England Reg. No 3619311



MUSTANG TOOLS

Unit 1B, Cornish Way, North Walsham, Norfolk, NR280AW

Telephone: (01692) 404005

Email: sales@mustangtools.co.uk

Website: www.mustangtools.co.uk

We are not responsible for delays caused by customs or for any customs charges associated with your order.

Tracking Your Order

If tracking is available for your shipping method, your tracking number will be sent to you by email once your order has been dispatched.

Please allow 24–48 hours for tracking information to become active after receiving your shipping confirmation.

Incorrect or Incomplete Addresses

Please make sure your shipping address is correct before completing your order.

If you notice an error in your shipping address, contact us as soon as possible at sales@mustangtools.co.uk. We will do our best to update the address before the order ships, but we cannot guarantee that changes can be made after an order has been processed.

We are not responsible for orders delivered to an incorrect address provided by the customer.

Lost, Stolen, or Damaged Packages

If your tracking information shows that your package has been delivered but you cannot locate it, please first check with household members, neighbours, and the delivery carrier.

If your package arrives damaged, please contact us within 48 hours of delivery at sales@mustangtools.co.uk and provide photographs of the damaged packaging and items.

For packages that are lost in transit, please contact us so that we can investigate the issue with the shipping carrier.

Delayed Orders

While we work hard to ensure orders are delivered within the estimated timeframe, we cannot guarantee specific delivery dates.

If your order has not arrived within 7 business days after the estimated delivery window, please contact us at sales@mustangtools.co.uk with your order number so we can assist you.

C.R.UTTING LTD.

Managing Director: C.R.Utting

Registered Office: Unit 1B, Cornish Way, North Walsham, Norfolk, NR280AW

Registered In England Reg. No 3619311



MUSTANG TOOLS

Unit 1B, Cornish Way, North Walsham, Norfolk, NR280AW

Telephone: (01692) 404005

Email: sales@mustangtools.co.uk

Website: www.mustangtools.co.uk

Returns & Refunds

Shipping costs are non-refundable / refundable under certain circumstances unless the item received is defective, damaged, or incorrect.

For information about returning an item, please see our Returns & Refund Policy.

Contact Us

If you have any questions about your order or our shipping policy, please contact us:

Email: sales@mustangtools.co.uk

Business Name: C R Utting Ltd T/A Mustang Tools

Website: www.mustangtools.co.uk

We're happy to help with any shipping questions or concerns.

C.R.UTTING LTD.

Managing Director: C.R.Utting

Registered Office: Unit 1B, Cornish Way, North Walsham, Norfolk, NR280AW

Registered In England Reg. No 3619311