

# MAIL ORDER

## How To Order

**Phone:** Call us anytime between 09:00 and 17:30 GMT to give your order personally to a highland wear expert or if you have any questions on 0141 889 4879 or overseas +44(0)141 889 4879 or from USA/Canada 01144 141 889 4879 or Freephone 0800 072 0386 (UK only) Outside these hours you can leave a message on our answering service with your name, address & telephone number and we will call you. Ken Macdonalds personal mobile phone UK on 07932 112439, 7 days a week 7am to 22.00 hrs GMT.

**Fax:** Fax us anytime, 24 hours a day on 0141 889 4879 or international +44 (0)141 889 4879

**Email:** Email us anytime, 24 hours a day at [shop@kiltmakers.com](mailto:shop@kiltmakers.com) or order through our website at: [www.kiltmakers.com](http://www.kiltmakers.com) (We have a safe secure server for credit card details).

**Post:** Send your completed order form to: Houston Kiltmakers, 67 High Street, Paisley, Renfrewshire, PA1 2AY, Scotland. UK

**Payment:** We accept all credit and debit cards

American Express      Visa      Mastercard / Mastro      Debit      Delta      Amex  
Switch      Style      Postal Orders      Cheque      Bankers Draft/Transfer

Please write your name, home address on the back of your cheque. We only charge £100 to your credit card as a deposit until the Highland outfit is complete and we will charge the balance on dispatch of your goods. We are delighted to accept orders from anywhere in the world. You may contact us by Post, Phone, Fax, Email. (prices correct at time of going to print). We also take Paypal.

**Delivery:** Domestic Shipments are all fully insured

Stock Service goods delivery within 1-2 working days, £10.00 postage for any address within the UK mainland; Highlands & Islands 2-4 days, £30; Northern Ireland 2-4 days, £30.

For any order over £2000, delivery is free in the UK.

**IF GOODS ARE OUT OF STOCK** we will advise you. NOTE: On made to order goods delivery can vary from 3 to 6 weeks we will advise delivery times. We can also arrange courtesy loan kilts or full hires if required, details on request. (Hires are free but customer pays postage both ways.) This is all part of our service. ADJUSTMENTS Some times minor adjustments are required if you call customer service we can advise how to fix or adjust. (sometimes they can easily be fixed by customers themselves) Goods can be returned to us, we will adjust & post to customers. NOTE: Customers must pay postage for goods to paisley. We will pay postage returning goods back to the customer if in the UK, (overseas customers must pay both ways).

If customers need kilt, refitted ie If they lose or put on weight in years to come we can alter accordingly, or kilts can even be remade. (We will be pleased to give a quote.) GUARANTEES Some items, faulty goods, if bought for a present or if wrong size of product we will replace or give refund within 30 days, you must have your receipt for proof of purchase. All goods have 1 full year guarantee. NOTE: Most of our goods will last for many years. MADE TO ORDER GOODS eg kilts, trousers, jackets. These items are made to your sizes some times we may have to have a fit on or two to adjust to get to fit you correctly. This is all part of our service.

**INTERNATIONAL ORDERS:** International Shipments Customers must pay all postage charges and goods are fully insured in transit.

You may track all parcels via UPS website at [www.ups.com](http://www.ups.com) or DHL via [www.dhl.com](http://www.dhl.com)

LETTER POST (small items) eg Ties, small cost goods. NOT Tracked or Insured. First Class.			
	UK	EUROPE	WORLD
500 gms	£10	£12	£15
1 kilo	£10	£15	£25
2 kilos	£15	£25	£40
delivery time (approx.)	1-3 days	6-14 days	10-20 days

Via <a href="http://www.interlink-express.com">www.interlink-express.com</a> by road or air						
	UK 1-2 days	HIGHLANDS & ISLANDS 2-4 days	CHANNEL ISLES 2-4 days	CLOSE EUROPE 2-4 days	FAR AWAY EUROPE* 3-5 days	USA AIR* 2-4 days
Up to 5kg	£10	£25	£40	£35	£55	AIR £80
Up to 10kg	£10	£30	£60	£45	£75	AIR £100
Up to 30kg	£20	£35	£70	£80	£160	AIR £220

UK Next Day by 1pm - £20 extra UK Returns: Uplift Collection + £25  
\*Please ask shop for quote as customs clearance charge may apply

FAST DELIVERY Datapost/By DHL or UPS Fast Express by Air Fully track backed and insured.					
Data Post by DHL or UPS	CHANNEL ISLES	EUROPE	USA/CANADA	FAR EAST	REST OF WORLD
up to 2 kilos	£40	£45	£60	£95	£99
up to 6 kilos	£50	£65	£85	£125	£130
delivery time (approx.)	2-3 days	2-3 days	3-5 days	4-5 days	5-6 days

## UK Tax Refunds:

Value Added Tax (VAT) refunds can be given to customers outside the European Community & Channel Islands, either by visiting our shop or by mail order, please call for details or see our website. All orders out with European community will automatically have UK Tax deducted. Please also note that some countries may or may not charge import duty or tax on delivery on random inspections since 9/11. After Brexit please ask staff.

We are also connected with a local designer dressmaker, who can make any style of wedding gown, dress, skirt or flower girl dress. In tartan silk, crepes, satin etc. *Made to order.*

Wedding gowns from **£1,000**  
Corset dress from **£500**  
Dresses from **£400**  
Skirts from **£300**

Joyce Young  
0141

Scottish Heather

## Conversions:

Currency conversion and size conversion facilities are available at our Internet site. [www.kiltmakers.com](http://www.kiltmakers.com)

## After Care

Houstons offer an after care service second to none. If you have any query, problem, or if your kilt needs any minor adjustment, please call us and we will be happy to assist you.

## Returns Policy/complaints

We will happily alter exchange or refund unsatisfactory goods. Before you send any goods back, please call to obtain provisional approval and details of how to pack and return the goods. (Customers are responsible for postage, insurance & proof of delivery of return goods to Houstons).

**HOW TO CANCEL AN ORDER** You must contact us urgently. STOCK ITEMS Can be cancelled any time before we despatch. If we have sent them out you can return non worn goods with receipt & goods still with all their packaging and we will give full refund of goods (But no refund on postage). If MADE TO ORDER GOODS eg kilts, trousers, skirts, waistcoats, jackets. After placing order & you wish to cancel you must contact us urgently, we will give full refund if the cloth has not been dispatched, or if cloth is at our kiltmaker you will get a 90% refund because of handler charge. If cloth has been layed out to cut & started to make goods we can give a 50% refund.

## Customer Service:

If you require help with any aspect of your order or need further information regarding clans, tartans or tartan samples please do not hesitate to call our friendly staff who will do their utmost to assist you. (please not prices correct at time of going to print).

## Business Hours:

Personal Shoppers are always welcome to visit our shop anytime.  
Open 6 days a week.  
Monday to Saturday 9:00am to 17:30 GMT  
& Open all holiday Mondays 10:00am to 16:00 GMT

Open late night Monday or Thursdays till 18.30 by appointment only.

## How easy is it to get to Houston kiltmakers?:

We get customers coming from all over the U.K. We also get customers coming from all over the world, if a customer is in London visiting they can easily get an economy flight to Glasgow Airport, we are 5 minutes from the airport. Customers find our map and directions very easy to follow. Just follow brown road signs to Paisley Museum, we are opposite museum. Easy car parking close by.



Kenneth William  
MacDonald  
Tartan Designer  
& Governor



Flower of Scotland Tartan

If you need any  
further help don't  
hesitate to call  
me.

Ken

Ken MacDonald

Designers & Suppliers of  
uniforms for



Glasgow  
Garden Festival '88

Designers of



Tartan

Telephone  
**0141 889 4879**  
email: [shop@kiltmakers.com](mailto:shop@kiltmakers.com)