

About Spooky Box Club

Spooky Box Club is a UK based subscription service specialising and creating merchandise for the Gothic and alternative crowd. Our products are designed solely for distribution by and through Spooky Box.

What is your Privacy Policy

We do not store our customers financial details or credit card information as we only use PayPal. Your personal details will never be given to third parties.

Payment

We accept PayPal if you already have an account.

You may also use a Debit/Credit Card for your payments through PayPal without having to open a PayPal account.

I would like to contact Customer Services at Spooky Box Club.

We are an online company and we can be contacted via email: info@spookyboxclub.com

Please note emails will be only be answered during weekdays and you will not receive a response during the weekend.

I have forgotten my password.

Reset your password by entering your account email address on the Forgot Password page.

An email will be sent to you with instructions for changing your password.

If you have difficulty resetting your password then please e-mail us at info@spookyboxclub.com

Subscriptions and Pre ordering

Customers have the choice of subscribing to receive goody boxes or per ordering a specific theme of their liking.

How much does it cost?

***** Prices are in UK British Pounds £ *****

Subscription Price

Subscription - UK customers:

Your Spooky Box will cost £21 with UK delivery charged at £5.50 making a total of £26.50

Subscription - International customers:

Your Spooky Box will cost £21 with International delivery charged at £14.50 making a total of £35.50

Pre Order Box price

UK customers:

Price is £21 with UK delivery charged at £5.50 making a total of £26.50

International customers:

Price is £21 with International delivery charged at £14.50 making a total of £35.50

The price of the Pre Order boxes will increase after the 29th of the month.

Please note that you risk missing out on a pre-order box if you do not make a purchase before the 29th.

Are there any hidden fees?

Absolutely not! If you are unsure about the cost of items, simply go to the Check out screen and you will be able to see the price of each item as well as shipping costs. If you are an international customer, you can Google the amount from British Pounds £ to your currency and you will see an approximate value of the total cost of your order.

I have just pre ordered a Spooky Box / I have just signed up to a subscription, what can I expect to receive?

Every month we list a new theme and each collection is filled with uniquely designed and carefully sourced items which could include a piece of jewellery, an embroidered patch, pin buttons, stickers and a large swirly lollipop which is hand made in the UK to name a few. The majority of our items are not available to purchase anywhere else and completely unique to Spooky Box Club.

I have missed the deadline to subscribe or pre order a new theme, can I still purchase this box?

Once all subscribers have received their boxes for that theme, we will check our inventory and if there is any stock left over, we will list the remaining boxes and individual items in the Shop section of the website.

When will I be billed?

When you pre order a new theme, PayPal deducts the amount (£26.50 for UK customers and £35.50 for International customers) on the day of the purchase.

Please note that two or more payments always overlap between getting a box and this is normal. This is because Spooky Boxes can take 2 months or more to design and produce. The custom made products contained in your Spooky Box take a long time to design, hand make and manufacture, so please view the counter at the bottom of the website homepage and follow us on Instagram for updates on when the boxes ship out and sneak peeks.

You can cancel your order or subscription at any time as long the order has not been dispatched.

Do I have to subscribe / pre reorder every month?

Customers' pre ordering new themed boxes will need to visit the website every month and pre order between the 1st of the month and the 29th of the month if the theme is to their liking.

Customers who are subscribers do not have to reorder every month. They will be automatically billed each month by PayPal for a new theme.

How do I cancel my order or subscription?

- If your pre ordered box or other purchases have not been dispatched, you can cancel your order by sending us an e-mail to info@spookyboxclub.com
- If you are a subscriber, your monthly subscription payment is taken on the 13th of each month after your initial signup. If wish to cancel, send us an e-mail before the 13th of the month and we will cancel your subscription.
Please ensure that you contact your bank / PayPal to cancel the standing order payments to Spooky Box Club.

If your orders have been shipped however we will be unable to offer you a refund.

Where do you ship?

We ship worldwide.

How much is shipping?

Shipping within the UK for a Spooky Box is £5.50

Shipping outside the UK for a Spooky Box is £14.50

Shipping rates for *small items within the UK are:

1 item: £2

2 items: £2.50

3 items: £3.50

4 to 20 items: £5.50

Shipping rates for *small items outside the UK are:

1 item: £5

2 items: £10

3 to 20 items: £14.50

*Please note that not all single items are classed as small items and so the shipping rate will be different. An example is the Wooden Coffin Shelf. The shipping rate for this item would be the same as a box item which costs £5.50 to ship within the UK or £14.50 outside the UK.

Please view your items and shipping total at the checkout before proceeding.

United States

Where postage costs are £14.50 and over, the order will be shipped via one of the following couriers: FedEx, USPS, DPD Interlink, Royal Mail, DHL or one of their partners. Customers will receive an e-mail with tracking information and delivery dates may change due to weather conditions.

Where postage costs are under £14.50, orders are shipped via Royal Mail and USPS. The parcels are not tracked. A dispatch e-mail will be sent by Spooky Box informing the customers that their order has been shipped and is on its way.

(We are not liable for refunds on untracked items if they are lost during transit. For peace of mind, if you wish your small order purchase to be sent via the tracked and signed service, contact us and we will calculate the extra shipping costs for you.)

United Kingdom

Where postage costs are over £5.50, orders are delivered by DPD, Royal Mail Tracked & Signed Service or myHermes.

Customers will receive an e-mail with tracking information and their order will be delivered within 48 hours from date of dispatch.

UK off shore addresses such as Jersey, Isle of Man , etc the delivery is made by Royal Mail Signed For and can take between 3 to 5 days before you receive your items.

Where postage costs are under £5.50 for UK orders, parcels are shipped via Royal Mail or myHermes and the parcels are not tracked.

A dispatch e-mail will be sent by Spooky Box informing the customers that their order has been shipped and is on its way.

(We are not liable for refunds on untracked items if they are lost during transit. For peace of mind, if you wish your small order purchase to be sent via the tracked and signed service, contact us and we will calculate the extra shipping costs for you.)

Europe, Canada, Australia & rest of the world

Where postage costs are over £14.50, orders are delivered by the following couriers: FedEx, DPD, Royal Mail and their partners. Our couriers cannot ship to P.O. Boxes and Armed Forces.

All box items will be sent via a track and signed service. Customers will receive an e-mail with tracking information.

Small items

All Small items are sent via Royal Mail and are not tracked. We are not liable for refunds on untracked items if they are lost during transit. For peace of mind, if you wish your small order purchase to be sent via the tracked and signed service, contact us and we will calculate the extra shipping costs for you.

Where customers order up to 4 small items within the UK and up to 3 items outside the UK, these orders are sent via tracked service.

Address Change

A failure to change your account details to the correct shipping address could result in additional charges being applied to your account, or non receipt of goods.

No refunds will be issued in such circumstances. If you have moved address, please send us an e-mail to info@spookyboxclub.com

When will my Spooky Box ship?

There is a timer at the bottom of the Homepage of the website indicating when the next themed box will be dispatched.

Each new Spooky Box takes roughly 2 months or more to design and manufacture from scratch. There are times when delivery will take longer due to the amount of custom made products and the time it takes to have these exclusive items produced by our manufacturers and shipped to us.

All customers who have pre ordered a box or are on the subscription service; will receive an e-mail with tracking information when their box is dispatched.

Worldwide shipping dates will vary depending on your local postal delivery service but are generally around 10 to 14 days.

Please note that once your box is posted we have no control over the time it will take to reach you.

What if I want to return my Spooky Box?

Unfortunately we do not accept returns. If you are not sure Spooky Box is right for you then please have a look at the previous months offerings to decide. Many of our subscribers and sponsors have done unboxing videos on Youtube and you may view these before making a decision to make a purchase.

Is it possible to send a Spooky Box or small item as a gift?

Yes! We think it is a great idea and a Spooky Box or small item will be a well-received gift. All you have to do is fill in your recipients address details instead of your own.

If you have any questions that are not covered in our FAQs, please feel free to send an e-mail to info@spookyboxclub.com