

AGE VERIFICATION FAQ

What Is Age Verification?

Age Verification is the process of checking a person's age because they have ordered an Age restricted item such as a knife, axe or certain fuels. This is usually done by checking against the electoral register after you have placed your order. If we are unable to find you on the electoral register you may be asked to provide a photo of your ID to prove your age.

Why Do We Have To Verify Someones Age?

By Law in the UK any sales of a bladed article (knives, axes, etc) or age restricted products need to be age verified. There is no way to circumvent this so please do not ask us to.

What Happens If You Are Unable To Verify My Age?

If we are unable to find you on the electoral register you may be asked to provide a photo of some form of ID to prove your age. We will always work with customers to try and help find a solution however if we are unable to find a solution your order will be cancelled and refunded.

What Forms Of ID Do We Accept?

We accept all government issued forms of ID (Driving Licenses, Passports, Birth Certificates and Citizen Identity Cards). If you have a form of ID that is not on the list please send us an email with a photo of it and we can let you know if we are able to accept it.

If for some reason we do not accept an ID please do not take it personally, we have to operate within a very strict set of rules or we could face prosecution.