

## ***Delivery Information & Charges***

***Orders are despatched as soon as we can confirm all items in your order are available for despatch.***

Where items are not available within a reasonable time frame we will contact you and give you the option to reschedule your delivery or to cancel the order.

Despatch Dates:

Orders will be delivered 2-4 working days after placing your order not including weekends.

### ***How is my order delivered?***

We deliver all over Pembrokeshire. All meat products in your box will have been cut fresh, or produced on the day of despatch to give maximum product shelf life. Once despatched your order is delivered the same day.

### ***Delivery Charges***

Orders of **£50 or over** to Pembrokeshire, Ceredigion and West Carmarthenshire qualify for **Free delivery**, for orders **under £50.00 the delivery charge is £5**. Once you have completed your order, the cost of shipping will automatically update according to the delivery band your order total falls in to.

**Please not we do not deliver to any other parts of Wales or the UK.**

### ***Do you charge Tax?***

Delivery services are subject to VAT but this is already included in the delivery charges quoted.

### ***Where do you deliver in the UK?***

We only deliver within Pembrokeshire, Ceredigion and West Carmarthenshire using our own delivery vehicles.

### ***Do I have to be in?***

No you do not have to be in, but we must either have instructions from you were to leave your order, or we will leave safe with a neighbour, or in a safe place within your property boundaries. Please specify any special delivery instruction with your order. If we are not able to make delivery then your order will be taken back.

### ***What about out of Stock Items?***

In the unlikely event that an item is not in stock, you will be contacted to let you know. At this point you may choose to have a replacement product, or a refund. Where your choice of product is a box selection we reserve the right to replace box products with similar products of the same or greater value.

### ***Delivery Problems***

Although we do our best to ensure that all orders are delivered within a reasonable time frame, if there is a problem despatching your order we will contact you and arrange an alternative date or offer a full refund. Where mistakes or losses occur we will usually replace your order, unless you have specified the wrong delivery address, or the order has been safely delivered, but you have neglected to retrieve it in reasonable time (e.g. from a neighbour).

### ***Delivery Methods***

We have selected the delivery methods that we believe offer the safest and most cost effective delivery of your items in a reasonable time frame.

### ***What should I know about payment methods to ensure timely delivery?***

We offer payment using PayPal or Card Payments using Stripe. We ship your items as soon as we verify all products in your order are available.

### ***What is the guarantee policy?***

We want you to be completely satisfied every time you shop with us. Our product guarantee means that if for any reason you are unhappy with the goods purchased we will issue a refund or exchange the product, which is entirely at our discretion.

Refunds. The company reserve the right to offer conditions on refunds. We may ask you to provide evidence of any quality issue, and could make arrangements for offending products to be collected and returned to us. Failure to provide evidence, or to make the product available for collection, could compromise your ability to have a refund.

All refunds are at the company's discretion.

Questions regarding Shipping Rates & Charges should be directed to us by calling 01834 860470 or emailing [admin@andrewreesbutchers.co.uk](mailto:admin@andrewreesbutchers.co.uk)