



DELIVERY

1. Delivery Charges

Delivery costs: The costs of delivery will be as displayed to you by email/ telephone before your order is accepted OR included in the price quoted to you when placing your order via our website.

Collection by you: If you have asked to collect the products from us, you must arrange collection with us by contacting us in advance.

When you become responsible: A product will be your responsibility from the time we deliver the product to you or you collect it from us.

2. Addresses & Instructions

Under normal circumstances, we will try to ensure that your order is delivered to the recipient's address you provide.

It is therefore very important that you ensure that the recipient address you provide is accurate, in particular the postcode, and that you give additional instructions to assist the drivers to locate difficult-to-find addresses. It is also very important that you keep us informed if you find that the recipient's address or availability changes prior to the order being despatched. The email that is sent on completion of your order contains all the key information pertaining to your order. It is very important that you check this to ensure no errors have been made.

In our checkout we ask for delivery instructions. This information is for our drivers and couriers and is where you should detail your requested actions for us if the recipient is unable to answer the door when they attempt delivery. We will always do our best to follow your instructions word for word.