

# Delivery Questions

## Where do we deliver?

We can deliver to most mainland Great Britain addresses. You can arrange delivery to your workplace, neighbour or friends if it's more convenient, at no extra charge.

We are unable to deliver unfortunately to the Isle of Man, Northern Ireland, Scilly Isles, some remote areas of Scotland, and the Scottish islands (postcodes beginning with AB, DD, FK, IV, KW, PA, PH). This is because we cannot guarantee that the order will be delivered within 24 hours.

## When do we deliver?

Orders are usually dispatched within 3-5 working days from the date of the order being placed. All orders are delivered using a next day service, but please note this is from date of dispatch, not date of placing orders.

## Who delivers your orders?

We use a national courier network (APC) to deliver our orders.

## Do I have to be at home when you deliver?

No. Your order will remain chilled for 24 hours so no need to rush home for the delivery as it will stay cool until you arrive home.

We do encourage our customers to always provide us with a delivery instruction with your order telling us where you would like us to leave your order. It would be best placed somewhere cool or at least in the shade.

## Will my order stay cold?

Your order will be delivered to you packaged in an insulated polystyrene box complete with ice packs to keep it cool and fresh. Therefore there is no need to rush home and put it in the fridge immediately, although it will need to be refrigerated when you do unpack it.

## How is the meat packaged?

The meat products are packed in vacuum packs to keep the meat at fridge temperature for up to 24 hours from dispatch, so you can be sure that your meat will be in the best condition when it reaches you. The meat will be clearly labelled, so is ideal for popping straight in the freezer.

## What is the delivery charge?

Delivery charges are for one delivery to any single mainland Great Britain address. Yes.

Please take a look at the details below:

Order Total	Delivery Cost
Less than £50	£10
£50 or more	FREE

We have a minimum order of £50 to qualify for free delivery - simply for sustainability reasons in order to minimise packaging, delivery and the environmental footprint.