

# Frequently Asked Questions

## ORDERS & DELIVERIES

### How will my order be delivered?

Aberdeenshire Raw Dog Food offers nationwide delivery via Royal Mail – excluding Raw and Dry food.

We also offer local delivery via our own driver. Raw food will be delivered in crates that will need unpacking and returning to our driver. Smaller orders will be packaged or boxed.

### What time will my delivery be?

Royal Mail – Royal mail will deliver you parcels as part of their normal service, all orders are sent using 2<sup>nd</sup> class post. It is YOUR responsibility to be in for your delivery. If you are not at the delivery address, we cannot be held responsible for your parcel and therefore will not accept any liability for the loss or replacement of your order.

Local – On the morning of your delivery you will receive a text confirming delivery that day. If you want a specific day of delivery, then please write it in your notes section when placing the order – we will do our best to accommodate where possible. If you are not at the delivery address, we will not leave your delivery.

### Do I have to be at home to receive my delivery?

Royal Mail – No as long as you leave clear instructions as to where to leave the parcel. In this case this is YOUR RESPONSIBILITY

Local Delivery – We don't currently leave Raw Food products and so you will need to be home to received your order. If your order is for Dry Dog Food or non-Raw products we can leave in a safe place – please let us know the safe place in the 'notes' section on the website.

### I need to change my delivery day, can I?

Royal Mail – No sorry, not once the order is placed

Local – Yes, as long as the delivery hasn't been despatched.

## **Substitutions**

Substitutions will be provided in the event that the stock you have requested, is not available, at the same or greater value. If you do not want substitutions then you MUST inform us of this by using the NOTES box in your order.

We will endeavour to contact you on the phone number you have left on your order, however if we cannot contact you then we will refund your order, in whole or part.

## **Do we offer samples?**

Unfortunately, we are unable to offer samples due to the logistics involved. We don't have a minimum order which will help you try smaller orders.

## **What is the minimum order?**

On our local van deliveries there has always been no minimum order.

Our deliveries via Royal Mail have no minimum order.

## **How much can I fit in my freezer?**

Depending on what brands you order, you can fit around 8kg in a standard upright freezer draw.

## **Can I amend or cancel my order?**

Once orders are placed, we cannot amend it. Cancelling your order will incur a restocking fee, when your order has been picked, of £10.

## **Can I add on to my order?**

Once your order is placed, we cannot change your order.

## **Can I order just treats?**

Of course, we don't have a minimum order.

## **My order is wrong, what do i do?**

We endeavour to make sure everything is always right. But we are only human after all. So please get in touch within 24 hours of your order being delivered. We will need this in writing along with photographs. We will address the problem immediately

## **Refund and Return Policy**

If you have any problems with your order or any of the items are unsatisfactory, please get in touch with us. We will do our best to deal with your problem efficiently.

Please note that we are unable to accept returns on frozen, raw and perishable goods as these are exempt from the right to cancel. This does not apply to faulty goods.

### **ONLINE PURCHASES**

Refunds are available for any non-frozen / non-perishable goods within up to 30 days of purchase, and you must return the goods within 14 days of requesting a refund, complete with the original packaging to us at your own expense.

It is your responsibility to take reasonable care of the goods before they are returned to us. Goods must be packaged adequately to protect against damage and arrive in a saleable condition. If there is any damage or deterioration evident, we will charge you for the reduction in value.

All monies paid to us by you including any postage / carriage will be refunded within 30 days, less any costs due under this contract.

This refund policy does not affect your legal rights – for example, if goods are faulty or inaccurately described.

Refunds for selecting the wrong shipping at checkout cannot be given after payment has been made.

### **PURCHASES MADE IN PERSON**

We are not able to offer refunds on goods bought in person from our shop or any other outlet which are being returned for example because they are no longer required or you have changed your mind.

This refund policy does not affect your legal rights – for example, if goods are faulty or inaccurately described.

FINAL NOTE – Please remember to always supervise your dogs whilst eating, especially treats and bones.