



## NATIONAL DELIVERIES

- We use Royal Mail delivery service in Mainland UK.
- Important Information: We will always try to send your parcel out the next day (Monday – Friday) however, this may not always be possible, due to stock levels. We will try to contact you via Phone or Email to keep you updated if there is a delay in your order.
- If you require a particular date for delivery then please write this in the 'Notes' box when ordering and we will do our best to accommodate.
- We currently do not ship Raw or Dry dog food Nationally

## LOCAL DELIVERIES

- Free delivery for orders over £125
- Local Deliveries – £5.00
- Local delivery is only for orders that include Raw or Dry Dog Food – orders that are placed in error that do not include this will be sent via Royal Mail.
- Delivery day will be confirmed the week prior
- Customer will receive a text in the morning of delivery to confirm we will be delivering and approximate time
- Orders will be delivered in crates that will need unpacking and returning to the driver
- Orders will not be left and so if you are not home on the delivery day, we will not deliver – you will be offered the choice then of collection or to have your delivery in the next run.
- If you require a particular date for delivery then please write this in the 'Notes' box when ordering and we will do our best to accommodate.

Once per week delivery postcodes

- AB42
- AB43
- AB45

Every 2 weeks delivery postcodes

- AB41
- AB44
- AB45
- AB54
- AB53

As demand grows we will expand our delivery zones, if you would like me to consider adding yours next, please get in touch – if demand is there we will be!

## CLICK AND COLLECT

### So, here's how it works:

1. Place your order online.
2. As soon as your order is placed, we will be getting this ready.
3. Choose your collection date at checkout
4. We will contact you with available collection times on those dates
5. Collect your order on your chosen collection date.
6. Orders placed after 12noon, will not be ready until the following day.

Click-and-collect address

**Loch Cottage, Kininmonth, AB42 4JW**

**What 3 Words - [///list.doghouse.lizard](https://www.what3words.com/#!/list/doghouse.lizard)**



### **Closed All Bank Holidays.**

Please note, from the time you receive your order confirmation, you have 2 days to collect your order. Orders that aren't collected within this period will be subject to a £10 restocking fee.

If you have any questions please pop us a message