

## Terms and Conditions on deliveries

- 1) Delivery is available from 5.30pm-10.45pm
- 2) Free delivery for food order(s) over £15 within 2 miles.
- 3) A delivery charge will occur if delivery within 2 miles and under £15. Delivery charge starts from £2.00, depending on distance and the amount of your order. Please note, delivery charge is to cover fuel cost.
- 4) Delivery subject to availability.
- 5) Cash payment only on ALL deliveries.
- 6) No card payment on deliveries.
- 7) No Cheque(s) payments.
- 8) Payment must be made upon time of delivery, delivery only to one address. No delivery to one address and payment at another.
- 9) Deliveries only to front door of any building. No high blocks of flats, delivery only to reception/lobby area. Customers living in high flats will be required to collect their order(s) at the main reception/lobby area.
- 10) Telephone number required on ALL deliveries. Phone number required for the following:
  - 10.1 Order error. i.e. sold out of a certain item(s)
  - 10.2 Wrong price quoted on order
  - 10.3 Confirm of address/order
  - 10.4 Address cannot be found, directions needed.
  - 10.5 If order(s) are deliver and no answer at door or front of building. Driver will call on the telephone number quoted at time of order, if no answer, driver will return food to restaurant. Food will be kept warm and a pickup will then be required. NO ATTEMPT of re-delivery. Please note this may affect future delivery to the same address.
- 11) We aim for most delivered to be dispatch within 20-30 minutes from time of ordering, however order(s) may take up to 45 mins to 1 hour depending on volume of other deliveries, weather conditions and traffic.
- 12) Delivery service may not be available at certain times on certain days i.e. Valentine's Day, Mother's Day, Christmas Eve, New Year's Eve etc.
- 13) Delivery may be refused without any reason.