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Delivery Information

1. We offer Tuesday – Friday delivery to UK mainland addresses.
2. You can place your order before 1pm for next day local delivery by our own drivers (inside the M25, Essex & Kent areas) or by 10am for 1-2 working days delivery nationwide via courier.
3. Deliveries are usually made between the hours of 8am and 6pm.
4. Deliveries within the M25, Essex and Kent area will usually be delivered by our own drivers in a fully refrigerated van. You will receive an email on the day of delivery which will allow you to track our driver for accurate delivery times. (your delivery may still be sent via courier.)
5. Our chosen courier, DHL, will send you tracking information on the morning of the delivery day, if a mobile number or email address is provided by you.
*Standard - £6.95 delivery charge.
6. Unfortunately, we cannot, at this time, offer delivery to addresses outside of UK Mainland or certain Scottish Highland postcodes due to 24-hour dispatch windows.
7. We strongly advise that someone is at the delivery address to receive the order on the day of delivery. If you would prefer to have your parcel delivered to your work address, we have designed our packaging to keep the meat cool, when left unopened, until you get home in the evening.
8. Through a text message and email update system and at our online checkout, you are able to advise the courier a 'leave safe' instruction (e.g. a specified safe place or with a neighbour). Please note that this instruction will only be followed if the driver feels it is safe to do so.
9. Please note that we reserve the right to make some delivery dates unavailable should we reach capacity, or due to unforeseen circumstances. Should we have to change your delivery date, we will always advise you first to find a solution. See our terms and conditions for more information.



Terms & Conditions

1. Products are subject to availability and market conditions. In the rare event that we are unable to supply a product, you will be contacted by phone or email to discuss a substitute and the price for the product will be confirmed at this point.
2. The order total stated when you place your order, and recorded in your order confirmation, is the price you will pay for the goods delivered.
3. When you place an order, you are required to provide the delivery address. Your chosen delivery address is stated within your automated confirmation email, and it is your responsibility to ensure that this address is correct.
4. Our delivery drivers or our partner courier DHL will deliver your order between 8am and 6pm on your chosen day of delivery. You are responsible for ensuring that someone is available to accept the order on your chosen delivery date. You may instruct our delivery driver or our courier partner DHL driver with a leave safe instruction, if left in a safe place stated by you, you are accepting responsibility for loss or damage.
5. We, along with our delivery partner, will endeavour to ensure that your order reaches you on your chosen delivery date. Circumstances beyond their and our control include but are not limited to adverse weather conditions, vehicle breakdown, strike action, Acts of God, fire, civil unrest, equipment failure, war and disruption of energy or water supply.
6. Assuming reasonable and normal conditions in terms of temperature (those which are commonly expected in the delivery supply chain), the packaging we use will keep your order cool until 48 hours after dispatch. It is your responsibility to ensure that goods are refrigerated as soon as they are received.



Products and inspection

1. You are strongly advised to inspect your delivery on arrival. We warrant that goods should not be defective upon delivery; it is your responsibility to contact us within 24 hours if you believe any of the products received to be defective on arrival.

2. Should you believe any of the goods received to be damaged, you must take clear photographs of the damage and email them to porterfords@aol.co.uk, along with your order number, delivery date and any other information that could be useful in satisfying your concerns. We would then instruct you to either to dispose of the product , or to store ready for us to collect , if you dispose of this , without being instructed to by us , you therefore would lose your rights to a refund, in all cases a refund is only possible once you have been instructed by ourselves of what you should do with the defective product. We cannot process damage complaints without photographic proof of damage.

3. Our warranty does not cover damage that has occurred to the goods while in your possession, including of incorrect cooking methods.

4. You will not be made to pay for any incorrect or unavailable items. If 'you' the customer cancels the order with less than 48 hours notice. We reserve the right to still charge 25% of the total. This is due to loss of labour and the products.