

T&CS

By placing an order on this website, you are agreeing to the following terms and conditions:

CONTACTLESS DELIVERY

All the kits shall be delivered by leaving the kits in the distance of 2 meters from the consignee, without making any direct contact. Please double check your delivery details are correct, as any mistakes can result in a delay to your order. Please email diy@juicijerk.com asap if you have realised you have made a mistake.

If there are any mistakes in the shipping info entered, this will lead to our courier being unable to deliver and we will not issue a refund or replacement. So please double check the details you enter are correct.

We will need a safe place/a neighbour to leave the goods if you are not at home when your kit arrives. No refunds will be issued for loss of goods. Photo evidence will be provided to show where our courier left the parcel. If the safe place is not accessible, our courier will leave with the nearest neighbour and notify you.

All kits are packed adequately with ice packs for the transit period, but please refrigerate the kit as soon as it arrives.

Our delivery days at the moment are on Friday only.

Every order must be placed by midnight on Monday. Any orders placed after this date will be processed the following week.

Please note the £5 delivery charge applies to all deliveries.

All allergen info can be found on our website.

Unfortunately we're unable to make any changes to the kits for dietary requirements.

DAMAGE OR DELIVERED LATE

Whilst we make every effort to make sure your kit arrives on time and in perfect condition, on the rare occasion sometimes mistakes can happen and the kit may not arrive on the intended day or may be damaged to a level you find unacceptable. If this is the case please take a picture of the damaged kit and email to us within 24hours of receiving the goods and we will arrange a refund or replacement kit.

CANCELLATIONS

Because we operate on a next day delivery service, once your order has been placed we cannot cancel the order or issue a refund. All prices are stated inclusive of any applicable VAT, unless otherwise stated. All applicable delivery charges are set out in your order.

Any further questions please email diy@juicijerk.com.