



SHIRE FOODS DELIVERY TERMS & CONDITIONS

Delivery Zones

We are currently delivering to select suburbs in the St George & Sutherland Shire areas. Please contact us at admin@shirefoods.com.au or phone us on 02 9540 3233 for information & details of our delivery zones.

Delivery Schedule

We are currently delivering on Tuesday's, Wednesday's & Thursday's & are offering next day delivery (see schedule below). Please note that we require all orders to be placed by 2:00PM on the days designated below for delivery the next day. Orders can be placed over the phone (02 9540 3233) or via email at admin@shirefoods.com.au

- Orders placed on **Monday** will be delivered between 5:00PM – 8:00PM on Tuesday
- Orders placed on **Tuesday** will be delivered between 5:00PM – 8:00PM on Wednesday
- Orders placed on **Wednesday** will be delivered between 5:00PM – 8:00PM on Thursday

Do I need to be home to accept my order?

No, please leave detailed instructions when placing your order so we can leave your delivery in a secure place in the event you're not home to accept your order.

Delivery Costs

A delivery a fee of \$15.00 will be charged to your order providing that you reside in our specified delivery service zones.

Delivery to Apartments

Shire Foods delivers to apartments, however, please outline detailed instructions on where to leave your order. If there are no instructions, your box will be placed in the foyer of your building or on the front door step (Depending on building access). Please ensure there is easy access to the front door.

Product Availability

A representative of Shire Foods will either phone you or contact you via return email to confirm that all of the items that you have ordered are available. At any point in time, we cannot guarantee that all items will be available.

Please note that our delivery service does not include fresh catering orders. These come at an additional delivery cost.

Altering your Delivery Address

If your delivery address needs to be altered once your order is placed, please email us ASAP at admin@shirefoods.com.au or call us on 02 9540 3233 & we will do our best to get your order delivered to the new address. Shire Foods acceptst no responsibility for orders delivered to incorrect addresses due to the customer error.

Third Parties & Liability

Shire Foods accepts no liability for the loss or deterioration of any orders once they have been delivered. It is the customers responsibility to ensure there is a secure location where your box can be left, should you not be home.

Customers must get in contact with us via email admin@shirefoods.com.au or phone at our direct line (02 9540 3233) within 24 hours if they have received an incorrect order. Shire Foods will take reasonable steps to rectify the situation.

Failure to comply with these policies can result in no products replacement or store credit.

Shire Foods does not insure customer good for loss or damage of stock. Insurance of goods whilst in transit with a third party courier is the responsibility of the customer.

Refunds & Returns

We do not accept 'change of mind' refunds or returns.

At Shire Foods we strive to provide great quality products. We ask that you carefully select your items as we do not refund once the product has been purchased. If for some reason you are not satisfied with your purchase, please return the product in it's original packaging with proof of purchase & we will aim to remediate.

Canellations & Changes

Customers are required to cancel their order within 3 hours of purchasing. Please note we use a next day delivery service so we require you to cancel as soon as possible.

We will do our best to change your order, however if we've already packed & fulfilled your order this will not be possible. Please call us (02 9540 3233) within 3 hours of purchasing to make changes to your order.

Changes to this Policy and T&C's

Shire Foods may make changes to this policy at any time. Our website will be updated and this policy should be reviewed by customers frequently.