

## **Delivery and Shipping Policy**

We currently deliver to these ranges of postcodes in South Australia only:

5000 – 5095 and 5136 – 5174.

All orders are delivered, no collection is available from our cheese factory or from our cellar door inside Grunthal. Delivery to PO boxes is not available.

Please ensure that delivery address and contact information is correct as we will not be responsible for non-delivery due to an incorrect address.

We'll despatch your order using our third-party partner, Deliver It. All orders are packed in a recyclable box with a home compostable insulated wool wrap and a reusable gel ice pack. Products are not refrigerated in transit. In the case of extreme weather events, you will be emailed, and an alternate delivery date will be scheduled.

If you are unable to be home, then feel free to leave out an esky and our couriers will place your order in your esky until you get home. Otherwise, the courier will endeavour to leave it in a safe place. Preferably, the box should not remain outside longer than 12 hours after delivery. Deliveries can occur between 6am to 6pm on the selected date(s) prior to purchase.

If no-one will be at home, please provide instructions where the courier may leave your goods as no signature is required at delivery. If you're gifting an order we advise to contact the recipient and let them know to look out for the parcel.

Depending upon your location most orders will be delivered within 12 hours of dispatch from our logistic partner's cool room.

### **Who can I contact if my order hasn't arrived in the expected timeframe?**

For all enquiries regarding missing produce or delayed delivery please contact Udder Delights Cheese via email [contact@udderdelights.com.au](mailto:contact@udderdelights.com.au).

### **How do I dispose my packaging?**

The wool liner is home compostable. Simply take the outer clear wrap off and place the wool in your green bin. Alternatively, this wool can be reused for insulating eskys, as a worm blanket, lining hanging baskets in the garden and heaps more!

The ice pack is non-toxic and the gel is suitable to dispose of in any sink with running water. The outer shell is kerbside recyclable.

The cardboard box is kerbside recyclable or home compostable.

## **Quality**

We take great pride in the quality of our products and we aim to ensure that it

reaches you in the best condition possible. Please check your order as soon as possible after receiving it and inspect it for quality. If you have any concerns regarding the quality of the products or there is damage to the package, please contact us as soon as possible at [contact@udderdelights.com.au](mailto:contact@udderdelights.com.au). If you can send us images that will help us process your claim and investigate the cause of the issue. Where product quality is compromised or damaged in transit we can send a replacement order or provide a refund. No claim for product quality deterioration or damage can be processed unless we are notified as soon as possible.

Claims will also not be accepted for issues regarding product quality in the following circumstances:

- Delayed deliveries due to weather problems
- Incorrect delivery addresses
- Deliveries to recipients who are not home or are unable to receive parcels
- Unopened parcels