

Delivery Pricing and Policy.

The delivery services we use are:-

- Usually Standard UK Delivery over 48hrs- Delivered by Parcel Force. This service applies to UK deliveries only., unless urgent orders where quick delivery charges will apply.
- Courier Delivery Prices below will incur a Vat charge on postal charges.

Delivery costs:- Parcel Force:

United Kingdom	express9	express10	expressAM	express24	express48
up to 2kg	£9.67	£13.00	£16.33	£24.67	£33.00
up to 5kg	£10.50	£13.83	£17.17	£25.50	£33.83
up to 10kg	£12.75	£16.08	£19.42	£27.75	£36.08
up to 15kg	£17.83	£21.17	£24.50	£32.83	£41.17
up to 20kg	£22.75	£26.08	£29.42	£37.75	£46.08
up to 25kg	£31.58	£34.92	£38.25	£46.58	£54.92
up to 30kg	£35.00	£38.33	£41.67	£50.00	£58.33

per extra kg £1.00 £1.00 £1.00 £1.00 £1.00

Vat on above delivery prices apply.

Deliveries to UK addresses:-

Made Up Wedding Favours & personalised items:-

All personalised and / or 'made up wedding favour orders are usually despatched within 10 - 14 Working days from receipt of order, unless you have placed orders with us for other services such as fruit displays, chocolate fountains in **certain London Middlesex areas only** where all favours will be delivered at the same day and time for your event, unless you require them for another function and postal charges will apply.

Please ensure you order your favours at the earliest to ensure your order can be made by us and sent for your event on time.

Please note we do not give discount on any last minute orders.

We always try to help with last minute orders where we can, however this may not always be possible if tight deadlines apply. Please call us if you are concerned about a tight delivery time.

All our standard delivery parcels are usually sent using Parcel Force postal service most of the time.

All our orders are despatched in good faith but occasionally our couriers get it wrong and items could be delayed or even lost. We cannot be held responsible for this as it is out of our control once the couriers have collected from us. To this end we cannot accept any liability or claim for late or non arrival of orders or refund any non delivered orders. (Fortunately this very rarely happens)

We do not currently ship outside the UK

Terms & Conditions

By placing an order you are understood to have agreed to these terms and conditions.

These terms and conditions relate to our web site: www.chocoliciousfactory.co.uk

Availability:

All favour orders are made for your event to ensure you receive your order on time please ensure you place your order 4-6 weeks in advance, especially during peak seasons. For late orders we may experience delays in receiving goods from our suppliers or in circumstances beyond our control which could result in a delay in delivery. If this happens we will always attempt to keep you updated on the situation, to avoid this please place your orders in advance.

Colours and designs:

Due to the fact that many of our products are hand crafted there may be slight colour variations between different batches and suppliers. The colour settings on your computer monitor may also not show the true colour of the items. For these reasons we cannot undertake to supply perfect colour matches. We do however, assure you that every effort is always made to provide as close a match as possible.

We reserve the right to alter our favour designs in the event of either certain components becoming unavailable or changing from our suppliers.

Any reproduction of designs, images or any other material from our web sites is strictly prohibited. All rights, title or interest in our web sites or any aspect of them, remain the property of Chocolicious Factory unless otherwise stated.

No aspect of any of our web sites should be copied in any way without written permission from Chocolicious Factory.

Confectionery (Due to the fact that these are food products) Engraved items, personalised items and 'made up wedding favours' may not be returned unless faulty. (Due to the fact that they will have been specially made up to your specific order requirements)

Cancellations:

Should you wish to cancel an order please inform us by email or telephone as soon as possible. If your order has already been ordered, made or despatched we cannot be held responsible for orders, no refunds will be given.

Payment:

We only accept all major credit and debit cards over the phone.

Debit cards incur a £1 transaction fee & Credit cards a 3% transaction fee applies.

Full Non Refundable Payment for ALL Favours, Personalised items is taken when an order is placed.

VAT is added to the postal prices if we send you a courier.

No vat or postal charges apply if you have booked our fruit displays, chocolate fountains or other items with us in **certain middlesex London areas only**, as your favours will be delivered at the same time and day of your event, at no extra cost, unless you require them for another function on a different day.

Links:

Chocolicious Factory is not responsible for the content of any off-site or linked pages or web sites. No warranties are provided or representations made that your visit or use of a linked site will be uninterrupted or free from defects or viruses.

These terms and conditions are governed by and defined in accordance with English law without observing conflicts of law rules. When visiting or using any of our web sites you submit to the jurisdiction of the English Court in relation to any dispute arising out of relating to these terms and conditions or your visit to or use of the websites and agree to commence proceedings relating to any such dispute in the English Court.

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