

TERMS & CONDITIONS OF SAFAFOOD.COM

Welcome to the safafood.com website. The following are the terms and conditions for use of and purchase of products from Safa Food. Use of the Safa Food website your agreement to follow and be bound by these terms, which may at any time, be amended. Your use at any time thereafter constitutes your agreement to be bound by the terms as amended.

Placing an Order

Orders are processed weekdays Mondays - Fridays only.

We will make every effort to process your order as soon as possible.

We will do our very best to dispatch orders placed before 4 pm (GMT) for delivery the next day in the Republic of Ireland.

During busy periods and bank holidays and public holidays, your order may be processed up to 72 hours after you place it.

In order to help us deliver your package as quickly and efficiently as possible, please provide the recipient's telephone number.

We reserve the right to accept orders for printed boxes where the wording requested may cause offence or is divisive, discriminatory or political in nature.

Dispute and resolutions

We have a satisfaction guarantee behind every purchase and we want our customers to believe in our service as much as we do.

If, for any reason, you are not completely satisfied with any of our products, simply return them to us within 7 days with an explanation for a prompt, courteous replacement, exchange or refund.

If a product is out of stock or unavailable for your order, we will contact you by phone or email and product of equal or greater value will be substituted in its place.

Customers Ordering from Warm Climates

Due to the high temperatures during the summer months, we kindly ask all customers to provide an address where your bread / confectionary can be safely delivered by the courier on their first delivery attempt (e.g. work address).

We take all necessary precautions with regards to high temperatures in order to provide our customers with the best possible service.

We cannot take responsibility for melted or stolen chocolate/confectionary/in situations where customers authorise couriers to leave parcels on a doorstep.

We reserve the right to suspend slower delivery options during hot weather.

Tracking Your Order

You will receive an email when your package has been dispatched via Un Post, UPS or FedEx.

Deliveries

Deliveries are Monday to Friday only.

We will deliver to the address as you enter it and cannot accept any liability for late or failed delivery if the quoted address, phone number and other details are incorrect, so please be vigilant when entering delivery address details.

You will receive an email once your order has been dispatched. This email will contain a link so you can track your order's delivery progress.

If delivery is being made by Un Post, GLS (Ireland and UK deliveries only) and delivery is unsuccessful, the recipient will be notified that the parcel has been returned to a Un post/ GLS Parcel shop or GLS Depot, find your nearest location [here](#).

Please note that refunds do not apply in the following circumstances;

if delivery was attempted, but the recipient was not home.

if the address provided is incorrect or incomplete.

if the delivery is left at the front door and not signed for at your request.

if delivery was delayed due to inclement weather or strikes.

In other extraordinary circumstances.

Safa Food cannot be held responsible for delays in the receipt of an order due to bad weather, customs clearance, customs inspection or any other customs regulation.

Please note we cannot accept delivery to PO Box addresses

Recipient telephone numbers must be provided with each order.

PayPal Customers, please remember to include phone numbers.

Currently, Fed Ex do not deliver to Australia, delivery is restricted to courier service only.

All prices include fuel surcharge, Safafood.com reserves the right to alter its shipping prices at any time in line with increases in fuel charges. This does not affect your statutory rights.

If your delivery country is not listed, please contact us.

If you require special delivery arrangements, please contact us.

The recipient shall be liable for any taxes and or duties applicable upon delivery.

During seasonal times, we may display cut off delivery times on the Safa Food website.

Safa Food will not accept responsibility for late delivery of orders placed after notified dates and times.

Safa Food are not offered on a sale or return basis as they are a fresh product and all goods are the property of Safa Food until all outstanding debts to Safa Food have been settled in full.

Safa Food reserves the right to refuse to supply any individual or company and reserves the right

to deny access to the www.safafood.com website.

Security

At Safa Food, online security is our priority.

Our website operates on a secure server, which means that all confidential information is encrypted and protected to make Safafood.com a safe and secure shopping environment.

The Safa Food website and its contents together with any trade names used by Safa Food are protected by intellectual property rights and may not be used without written permission.

Safa Food does not accept any responsibility for any external sites linked or connected to the Safa Food website and services contained therein.

www.safafood.com is provided in English only.

Safa Food, we reserve the right to change our terms and conditions at any time. Terms and conditions updated 12th August 2016