

## Delivery Policy

For orders over £20 deliveries to the UK are free!

For orders received before 12pm Monday – Thursday we aim to send all orders the same day for next day delivery.

Orders received after 12pm Thursday will be sent the following Monday for Tuesday delivery. This is because we don't want the biltong sitting all weekend in a courier depot for delivery on Monday.

## Returns & Refunds Policy

You can return any of our products within 7 days of delivery for a refund.

To be eligible for a refund, the biltong must be in its original packaging, unused and in the same condition that you received it.

Please ensure you contact us before attempting to return an item on [info@sussex-biltong.com](mailto:info@sussex-biltong.com).

### How to return an item for refund

Please send your items back to us inside a box. Items received damaged cannot be accepted for a refund.

Return shipping will be at the customers cost.

Please include a returns note inside the parcel so we understand the reason for the return.

We recommend sending your parcel via Royal mail. Please obtain a free proof of postage from the Post Office. We may not be able to process your refund or replacement if your item is lost in transit unless you have a proof of postage.

Send item return to:

THE SUSSEX BILTONG CO  
BOWDERS FARM  
BALCOMBE  
RH17 6QH

ATTENTION: RETURNS DEPARTMENT

Once we have received your return, we will send you an email about your refund. This may take up to 5 working days. Refunds will be made to the original payment method used.

### Refused Deliveries

If you reject your order at the door, or do not collect your parcel from the pick up point, we will refund you once the parcel has returned to us and been inspected. A shipment and handling fee of £5 will be retained and deducted from your refund to cover this cost.

#### Incorrect Order Received

At times, things may go wrong and you may receive an incorrect order. If this is the case, we are really sorry for the error and we will correct it as quickly as possible. Contact us on [sales@sussex-biltong.com](mailto:sales@sussex-biltong.com).

We will send you a free shipment label and ask that you return the incorrect items to us.

Once the incorrect item is returned to us, we will send the correct item out by our normal courier.