

## Important Ordering, Collection, Delivery and Cancellation Information

### Placing your order

- > Payment for orders must be made when the order is confirmed by us.
- > Some of our products have a limited supply so please order early.
- > If we run out of your chosen item, we will try to offer an alternative.

If the suggested product is not suitable then we will refund the product that we cannot supply.

- > **Please place your order at least 10 days prior to your collection/delivery.**

For Christmas week order deadlines, please see below.

### Customer Order Deadlines

For Collection/Delivery on **Wednesday 21st December - Sunday 11th, noon**

For Collection/Delivery on **Thursday 22nd December - Monday 12th, noon**

For Collection/Delivery on **Friday 23rd December - Tuesday 13th, noon**

For Collection/Delivery on **Saturday 24th December – Wednesday 14th, noon**

**N.B. All collections on Saturday 24<sup>th</sup> December must be before 12 noon**

### Delivery

- > Your order will be delivered by Ecofleet on your chosen day.

You will be given a time window for delivery closer to the time and subsequent email and text updates regarding the journey of your order. Please bear with us if events outside our control, such as heavy traffic, mean there is a slight delay.

### Collecting your order

- > Your order will be available for collection from 9am
- > All collections will be from our shop in Kensington – 1 Campden Street, W8 7PL

### Cancelling your order

- > In the event of a cancellation, a full refund will be given PROVIDED that you have given a **minimum of 10 days' notice prior to your collection/delivery time.**

Sadly, there will be no refund given after this time.

## December opening hours\*

### Westbourne

24th December – 8am – 12pm

25th December closed

26th December closed

27th December closed

28<sup>th</sup> – 31<sup>st</sup> December 8am – 5pm

1st January closed

2nd January closed

3rd January 8am – 5pm

### Campden

24th December 7.30am – 11am

25th December closed

26th December closed

27th December closed

28<sup>th</sup> – 31<sup>st</sup> December:

    Corner Shop 7.30am – 3pm

    Main 9am – 5pm

1st January closed

2nd January closed

3rd January:

    Corner Shop 7.30am – 3pm

    Main 9am – 6pm