

Banh Mi Bay Meal Kit Terms and Conditions

By placing an order on this website, you are agreeing to the following terms and conditions:

DELIVERY

All the kits shall be delivered by leaving the kits in the distance of 2 meters from the consignee, without making any direct contact.

Please double check your delivery details are correct, as any mistakes can result in a delay to your order. Please email info@banhmibay.co.uk asap if you have realised you have made a mistake. If there are any mistakes in the shipping information entered, this may lead to the courier being unable to deliver and we will not issue a refund or replacement.

We will need a safe place/a neighbour to leave the goods if you are not at home when your kit arrives. No refunds will be issued for loss of goods. Photo evidence will be provided to show where the parcel has been left.

All kits are packed adequately with ice packs for the transit period, however you will need to refrigerate the kit as soon as it arrives and consume within 2 days.

Our delivery days are **Thursday, Friday and Saturday only**.

Your order must be placed by 2pm at least 48hrs in advance.

Orders placed before 2pm on Thursday to Monday will be delivered on **Wednesday**

Orders placed before 2pm on Tuesday will be delivered on **Thursday**

Orders placed before 2pm on Wednesday will be delivered on **Friday**

Damaged Deliveries

Whilst we take care to prepare you perfect meals, mistakes or late deliveries can happen. If you have any issues with damaged goods, please take a clear photo of the damage and email it to us within 12 hours of receiving the goods and we will arrange a refund or replacement kit.

Late Deliveries

We always courier our meal kits by Next Day deliveries. However, delays may occur with the courier company which are beyond our control and we cannot guarantee that you will receive them on time. All meal kits are tracked so you will be able to keep track of where your meal kit is once it has been dispatched.

Failed Deliveries

Please ensure that you are in to accept the delivery on the day that it is due. We do not take responsibility for you not being in the day that your meal kit is delivered. If you are not going to be in, you are responsible for contacting the courier to make alternative arrangements. For example you can leave the parcel in a safe place or with a neighbour. We will not offer refunds or redeliveries in this situation.

Allergens

All allergen info can be found on our website. Please email us with your order number for allergens enquiries.

Cancellations

Because we operate on a next day delivery service, once your order has been placed we cannot cancel the order or issue a refund. All prices are stated inclusive of any applicable VAT, unless otherwise stated. All applicable delivery charges are set out in your order.

Any further questions please email info@banhmibay.co.uk