

Shipping

Shipping is available to the UK mainland including England, Scotland and Wales (excluding Scottish Highlands and Islands and Northern Ireland).

Orders under £30 will incur a £5.80 delivery charge.

Orders over £30 will be shipped free of charge.

For your customised tempeh, please allow 2 days for the fermentation process and we will ship your order on the third day.

Delivery

95% of orders are delivered within 3 working days of receipt of your order for the Next Day Delivery Service, subject to stock availability and external forces beyond our control (e.g. COVID-19, civil actions, delivery vehicle breakdown, extreme weather, etc.) we cannot be responsible for any delivery delays.

We use DHL courier service for our parcel delivery.

Because the nature of our products are perishable food, we only use DHL Next Day Delivery Service.

Therefore we cannot make deliveries on weekends.

All orders placed on **Monday** will be shipped on **Wednesday** (customer receive it on **Thursday**).

All orders placed on **Tuesday** will be shipped on **Thursday** (customer receive it on **Friday**).

All orders placed on **Wednesday, Thursday, Friday** and **Saturday** will be shipped on **Monday** (customer receive it on **Tuesday**).

All orders placed on **Sunday** will be shipped on **Tuesday** (customer receive it on **Wednesday**).

Please note that deliveries will be made to the address as you have entered it and we will not accept liability for any failed or late deliveries due to inaccurate address details.

Always provide a contact telephone number so that our courier can get further directions if necessary.

We can deliver to a work address if this is more convenient for you. Just fill in the NOTES section when you place your order.

Refunds and Return Policy

We like to keep you as our happy and satisfied customer with our products and service.

If for any reason we deliver a service or product that has not met your expectations, please contact us at support@temptmetempeh.co.uk and we will be happy to investigate the situation further and resolve any issues.

We can only offer refunds if the item arrives damaged or compromised. If your product arrives damaged, please send an email to support@temptmetempeh.co.uk with an attached picture attached upon delivery for our investigation.

We cannot accept returns or exchanges of our products due to their perishable nature. We must comply to strict food safety regulations which means it is not possible for us to accept returns or exchange products once they have reached you the customer.

Unfortunately, you cannot change your order once it has been placed. If you wish to cancel your order you will need to contact us as soon as possible on support@temptmetempeh.co.uk. We retain the right to accept or refuse a cancellation request.