



Delivery & Returns

Delivery

We use Hermes to facilitate our deliveries. However, where our preferred delivery service is not able to deliver, we will use an alternative supplier.

All deliveries are tracked and take between 3 to 7 working days.

Our delivery prices are based on the weight of your parcel as follows:

Standard	£3.99
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Returns

Damaged / Incorrect Items

All damages, shortages or unwanted items must be reported to us by email boltsdeli@gmail.com within 48 hours of receiving your goods. Any later than this we cannot arrange a return/refund or redelivery. The return postage costs are at your own expense.

If an item is no longer available, we will contact you to offer an alternative. However, our liability will be to replace the faulty goods only and we are unable to guarantee an exact match. In this instance you will have the option of a refund.

To be eligible for a return, your item must be in the same condition that you received it, unworn or unused, with tags, and in its original packaging. You'll also need the receipt or proof of purchase.

This cancellation policy does not affect your legal rights – for example, if goods are faulty or incorrectly described.

Exceptions / non-returnable items

Certain types of items cannot be returned, like perishable goods (such as food, flowers, or plants), and custom products (such as special orders or personalised items. Please get in touch if you have questions or concerns about your specific item.

Refunds (if applicable)

Subject to meeting the above criteria, once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your original method of payment, within 10-14 working days.

Sale items

Only regular priced items may be refunded, unfortunately, sale items cannot be refunded.

Exchanges

We only replace items if they are defective or damaged.

You can always contact us for any return question at boltsdeli@gmail.com