



Delivery

We normally deliver within 5 working days.

The Seller shall use its reasonable endeavours to meet any date agreed for delivery. In any event time of delivery shall not be of the essence and the Seller shall not be liable for any losses, costs, damages or expenses incurred by the Buyer or any third party arising directly or indirectly out of any failure to meet any estimated delivery date. Delivery of the Goods shall be made to the Buyer's address specified in the order. The Buyer is responsible for making suitable arrangements to receive the delivery and giving appropriate instructions. In the event that the delivery is stolen from the Buyer's doorstep or damaged while there, the Seller does not accept liability, and will offer compensation at their discretion. The seller reserves the right to refuse to accept orders from any customer; considerations of delivery problems may give rise to such a refusal.

To ensure freshness of products and to minimise handling times so that orders arrive in perfect condition, orders are delivered by next day courier. Orders are packed within 3 working days of receipt of orders and we only deliver on Tuesdays to Fridays. Products are sent packed in insulated cool boxes with ice packs. If you are not cooking the pies on the day of delivery please ensure to place them in the freezer by the end of the day.

Delivery rates

Our standard delivery charge is £7.50. If you require delivery before 12am, the cost is £16.00.

Delivery charges are for one delivery up to 24 pies to any single mainland United Kingdom address. This excludes Southern Ireland, Isle of Man and the Channel Islands. Extra delivery charges may apply for orders over 24 pies.

In the event of non arrival, please contact New Zealand Gourmet Pie Company on 0191 286 9375 as soon as possible.