

Additional Terms & conditions for &BREATHE PARENTFOOD

Updated 11 December 2019

Delivery, damages & replacements:

- Orders must be placed by Tuesday prior to the delivery day of Friday.
- We require the following details for an order to be dispatched:
 - Full name
 - Full address
 - Mobile number
 - E-mail address
 - Any delivery specifics e.g. safe place to leave the parcel
- PARENTFOOD will be delivered directly to the customer on a 24hr express service, they will be dispatched from our kitchen on Thursday to arrive with the customer on Friday.
- The parcels will be sent on a No Signature Required service which means the package will be left in a safe place or with a neighbour if the recipient isn't in to accept the package.
- If a meal plan isn't delivered on the scheduled Friday due to courier failure we will send a replacement meal plan to arrive on the next available delivery day which would be Tuesday, or another time slot that week if Tuesday is not convenient for the customer.
- If a meal plan arrives damaged, in part or whole e.g. burst containers, we will refund the value of the meals that are damaged or replace the meal plan in full upon receipt of photos. Photos are required as evidence to claim refund from Parcelforce.