

SUUYAR Shipping Policy & Delivery Terms

Fresh Food & General Shipping Conditions

Our Delivery Partners

SUUYAR works with trusted courier services including **DPD, Royal Mail, and Parcelforce** to ensure safe and timely delivery of your orders.

We use next-day fresh food delivery services where applicable to maintain product quality.

Order Dispatch & Delivery Communication

Once your order has been dispatched, our delivery partners will contact you via **email and/or SMS** using the contact details provided at checkout. This communication will include your estimated delivery time and delivery options, such as leaving the parcel in a safe place or with a neighbour.

It is the customer's responsibility to:

- Provide accurate contact information at checkout
- Monitor delivery notifications
- Communicate directly with the courier if delivery instructions need to be changed

SUUYAR cannot be held responsible for delays caused by incorrect or incomplete customer details.

Delivery Attempts & Failed Deliveries

Most courier partners may attempt a **second delivery** within 48 hours if the first attempt is unsuccessful.

However, **Royal Mail only attempts delivery once**. If delivery fails, the parcel may be disposed of, and replacement or refunds will not be provided.

Customers must ensure they are available to receive their delivery on the first attempt. Any failed delivery due to unavailability or lack of response is the customer's responsibility. SUUYAR does not accept financial liability for failed or missed deliveries.

UK Fresh Food Delivery Schedule

Weekday Next-Day Delivery

- Orders placed **Sunday to Thursday before 1:00 PM** are dispatched the same day
- Delivered the following working day anywhere in the UK

Weekend Delivery

- **Saturday Delivery:** Orders placed Friday before 1:00 PM
- **Sunday Delivery:** Orders placed Saturday before 1:00 PM

Delivery availability is subject to courier service coverage.

Same-Day Local Delivery (London)

SUUYAR offers **same-day delivery** within **London Zones 1–3**, covering postcodes within **3 miles of SE6 2JT**

- Delivery time window: **5:00 PM – 11:00 PM**
- One delivery attempt only
- Customers will receive notification when the driver is en route
- Upon arrival, the driver will call the customer to collect the order directly from the vehicle

For food safety reasons, the delivery vehicle cannot be left unattended.

Collection (Pick-Up) Service

Customers may choose to collect their orders by arrangement. Please contact SUUYAR in advance to confirm your preferred collection date and time.

Upon collection, customers must inspect their order and confirm accuracy immediately.

Please note: All online orders are supplied **chilled or frozen**.

Non-Perishable & Dried Items

Dried or non-perishable items weighing **under 700g** are shipped via **Royal Mail Tracked 24**.

General Shipping Conditions

All deliveries are subject to availability, courier performance, and applicable shipping terms. By placing an order with SUUYAR, you agree to these delivery and shipping conditions.