

Shipping and Refunds Policy

Shipping Worldwide

EU and Switzerland: Orders limited to a maximum of SEVEN (7)

We currently ship to the United Kingdom, US, Canada, Australia, European Union, Africa, the six GCC Gulf countries, Singapore and Malaysia.

Please contact us if you are in a country that we do not currently ship to but wish to buy our honey. We can invoice you separately.

Delivery outside the UK is at cost at the rates given below.

Carriers

We aim to deliver to you at the fastest most cost effective method for you. We use a variety of carriers, including Royal Mail, EVRI, UPS, DPD, DHL, FedEx and others.

Average Shipping Times

All "day" references are to working weekdays after despatch. We do not despatch orders on Saturdays and Sundays. These are estimated delivery times and none of the services, including the next working day service, are guaranteed services.

	Economy	Standard	Express
UK	2-3 weekdays	1-2 weekdays	next working day
EU	N/A	3-7 days	2-4 days
ROW		3-7 days	

EU and Switzerland: Orders limited to a maximum of SEVEN (7) jars only.

Shipping Charges - UK

UK Standard (1-2 weekday delivery after despatch) begins at £3.95 per order.

UK Express (non-guaranteed next working day delivery **after despatch**) begins at £6.95 per order.

Faster delivery options are available:

Shipping Charges - United States

Tracked Airmail (5-10 day delivery) begins at £15.49 per order

International Tracked Courier (2-3 day delivery) begins at £20.79 per order

Shipping Charges - Canada

Tracked Airmail (5-10 day delivery) begins at £14.08 per order

International Tracked Courier (2-3 day delivery) begins at £24.06 per order

Shipping Charges - Europe CURRENTLY UNAVAILABLE

EU and Switzerland: Orders limited to a maximum of SEVEN (7).

Our delivery charges for orders within the European Union are as follows:

Economy Airmail (3-7 day delivery) begins at £6.95 per order depending on the country

International Tracked (2-4 day delivery) begins at £11.95 per order

Shipping Charges - Australia

Economy Airmail (7-14 day delivery) begins at £9.38 per order

Tracked Airmail (5-10 day delivery) begins at £14.96 per order

International Tracked Courier (2-3 day delivery) begins at £25.17 per order

Shipping Charges - GCC Arabian Gulf

£49.95 flat rate by express DHL/FedEx courier (3-5 days) for up to 12 jars

Shipping Charges - Outside Europe

Outside Europe we only offer a secure tracked courier service that begins at £14.95 for two jars.

Our postage bands are set at up to 2kgs, up to 5kgs, up to 10Kgs and upto 20Kgs.

Delivery Charge Refund

We do not offer any refunds of delivery charges if your order does not arrive within the estimated delivery time listed above. Indeed, we would be out of business if we were to do that as we would be at the mercy of delivery companies.

Duties

Please note that shipping does not include any destination customs duties or clearance charges that may be imposed by local authorities. Such charges are the responsibility of the buyer.

Packaging

We carefully package your products so that you receive them in the best possible state.

Returns

We want you to be fully satisfied with your order.

If for any reason you are not 100% satisfied with your order, please return it to us within 14 days of receipt for a refund or exchange.

We regret that for food safety reasons we cannot accept returns of products that have been opened unless there is a defect in the product or you received it damaged.

The process of return is very easy. if you have bought from the website and want to return the full order then simply repack your goods carefully and place your valid proof of purchase in the parcel. Remember to use any recorded courier service for sending your goods and retain your shipping record till the final refund.

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Once we receive your order intact we will refund or exchange your order at no cost to you.

Once your parcel arrives at the warehouse you will be notified via email and your refund will be credited as per your original payment method.

If the reason for your return is that your order was received damaged or defective or you received the wrong item, no charge applies and we will also refund your return postage.

If your order is being returned because you changed your mind and not because there was a defect in the product, you would have to return the items at your cost and the following restocking charges will apply:

1 item £2.95

2-4 items £6.95

4 items or more £2 per item

A postage and packing charge of £3.95 per order will also be deducted from your refund.

Kindly contact us on info@sacoma-healthfoods.com if you have any questions about how to process a return or exchange.

Exceptions to the Sacoma Returns Policy

Though you can return a majority of the products within 14 days of the purchase the following merchandise is an exception to this policy.

You can't return gift cards, personalized items, items that deteriorate or expire rapidly, and items that are sealed for hygiene reasons.