

Karen's Kitchen | Delivery & Delivery Charges

Once your order has been received, we will always aim to dispatch within two working days, subject to items being in stock. Parcels are either sent by Royal mail for up to four jars (2kg), or by courier for up to twelve jars (5kg). Both of these eremite delivery between 3-5 working days.

Please note deliveries to the Highlands and Islands including Northern Island take longer.

Sometimes at a busy period, orders may take a little longer to reach you. This is also the case if we are awaiting for ingredients to complete your order. Should delivery time be longer than ten days from receipt of your order we will contact you by email.

Please note that courier companies vary their procedures when it comes to leaving parcels for customers. Unless you have expressly requested for your parcel not to be left in a safe place, they will often leave the parcel for you for your convenience. Karen's Kitchen does accept any liability if your parcel goes missing.

Our delivery charges are £7.95 for up to four small jars (2kg) and £11.95 for up to twelve small jars (5kg). The only exception to these costs is if you live in an area of the UK that courier companies deem to be 'remote', if you do live within these areas we will contact you with the revised price before we collate your order.

Returns & Refunds

Damaged or Incorrect Orders

In the event that goods are damaged in transit or a mistake has been made, the customer is requested to notify Karen's Kitchen within seven days. Please email us at karenskitchen61@yahoo.com. If notified within seven days we will send replacements for any damaged goods or refund the value of the damaged goods. In the unlikely event that incorrect goods have been sent, we will resupply the correct goods.

Returning Goods

Where goods have been supplied correctly but the customer decides that the goods are not required then the customer must notify Karen's Kitchen within seven days and return the good to Karen's Kitchen, 8 Stockley Close. Haverhill. Suffolk. CB9 0NB.

Where upon receiving the undamaged and unopened goods a refund will be made minus the postage and packaging. Karen's Kitchen is not liable for any return postage where it was the customer's choice to return the items.