General

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Terms of Sale

**Delivery**

CaribSwede-Therapies Ltd will endeavour to process and despatch your order within 1-2 working days.

CaribSwede-Therapies Ltd use a third-party courier to deliver items. The delivery times are typically from 8:00am to 6:00pm Monday to Friday. Should a Saturday delivery be required please contact CaribSwede-Therapies Ltd and place your order over the phone as Saturday deliveries carry a surcharge. There are no Sunday or Bank Holiday deliveries. Please contact us if your order is over 100kg as it will be subject to a transport surcharge.

**UK delivery ONLY**

CaribSwede Vegan Bakery Company only delivers to addresses in the UK. Details of our delivery area and charging structure are set out below.

If you are not within the delivery area, but would like to order from us, please call 01495 321 808 and we can discuss how we can get our Bakes & Buns out to you and agree the special charges that will apply.

UK Mainland

We deliver to the UK mainland. This includes England, Wales, Scotland and Northern Ireland. Please note the following conditions that we must apply.

Northern Ireland and Remote Areas

Sadly we, like many other UK companies, are subject to the charges applied by courier companies to deliver to postcodes deemed further afield by the courier. As a company however, we are very keen to support anyone that want our Bakes & Buns throughout the UK and unlike some other companies we heavily subsidise this additional charge.

Naturally charges will depend on the size of an order; for the average order to remote postcodes we absorb £12 of the cost but regretfully we have to pass the remainder on to the customer. We are only a small company and on most of our orders to these postcodes our company actually makes a loss. Despite this, our philosophy is to continue to deliver the best possible Bakes & Buns and service to customers regardless.

Variable Charges:

For Northern Ireland

Standard delivery charges apply with a delivery surcharge of £53.70, for delivery of 1-2 working days following despatch from the bakery. Order up to 30kg

For Scottish Highlands and Islands

Standard delivery charges apply with a delivery surcharge of £19.19, for delivery of 2 working days following despatch from the bakery. Order up to 30kg

For Channel Islands and Isle of Man

Standard delivery charges apply with a delivery surcharge of £24.29, for delivery of 1-2 working days following despatch from the bakery. Order up to 30kg

Charging structure

Our standard delivery charge for order values up to 5kg is £8.99. There is an additional fee for deliveries to certain areas (see above for details). This reflects increased delivery costs that we are charged by the delivery company some of which we regrettably must pass on to our customers.

FREE delivery

With the exceptions of Northern Ireland and remote areas (see above) we offer free delivery on orders over £100 up to a maximum weight of 30kg.

**PLEASE NOTE**: There is no free delivery to Northern Ireland and those areas designated more remote by the courier companies - see above for details.

**Non-UK orders**

*CaribSwede Vegan Bakery Company* does not deliver to addresses outside the United Kingdom. If you would like to arrange a delivery to an address outside the UK, please contact *CaribSwede Vegan Bakery Company* office directly. As an exception, CaribSwede Vegan Bakery Company does deliver to; the Northern Ireland delivery charge applies (see above).

**Orders placed in error**

In the event that an order is placed to an address that we do not deliver to (see above for details), that order is invalid. Whether an order is invalid or not is entirely our decision. If your order is invalid, we will inform you by email sent to the customer email address and we will immediately refund the payment for that order.

**Refunds**

Should any product arrive damaged or unsuitable for use then please contact us on info@viking-goods.com within 2 days of delivery for a complete refund. In some cases, we will ask for the product to be returned and we will organise its collection at a time to suit. Do not dispose of any such product unless directed to do so by Customer Services or you may not be able to be refunded.

**Cancellation**

If you wish to change or cancel an order before despatch, please contact us as soon as you can on 01495-321808 between 8:30am and 5pm Monday to Friday.

Please have the following details to hand:

- Customer name

- Order number

- Date of the order

Where possible we will try and prevent your order from being despatched but as orders are normally processed immediately we may have already packaged your order and sent it to you.

If this is the case we cannot refund or return the order.

Privacy Policy

CaribSwede-Therapies Ltd and its authorised data processors shall hold personal information about you in accordance with the Data Protection Act 1998. We are GDPR compliant. CaribSwede-Therapies Ltd may from time to time wish to send you information about the Bakery and/or its products. If you do not wish to receive such information tick the opt-out box provided later in this site. CaribSwede-Therapies Ltd will not use or divulge your information to any third party or other reputable company.

To process purchases, we utilise industry-standard Secure Sockets Layer (SSL) technology to allow for the encryption of potentially sensitive information.

Contributors and contributed content

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* to cause annoyance, inconvenience or needless anxiety

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