

We offer Tuesday - Saturday delivery to UK mainland addresses. You can place your order before 10am for 1-2 working days, delivery, or choose a delivery date up to one month in advance. Deliveries are usually made between the hours of 8am and 6pm. Our chosen courier, DPD, will send you tracking information on the morning of, if a mobile number or email address is provided by you.

Standard - £10 delivery charge

Unfortunately, we cannot, at this time, offer delivery to addresses outside of UK Mainland or certain Scottish Highland postcodes due to 24-hour dispatch windows.

We strongly advise that someone is at the delivery address to receive the order on the day of delivery. If you'd prefer to have your parcel delivered to your work address, we've designed our packaging to keep the meat cool, when left unopened, until you get home in the evening. Through a text message and email update system and at our online checkout, you are able to advise the courier a 'leave safe' instruction (e.g. a specified safe place or with a neighbour). Please note that this instruction will only be followed if the driver feels it is safe to do so.

Please note that we reserve the right to make some delivery dates unavailable should we reach capacity, or due to unforeseen circumstances. Should we have to change your delivery date, we will always advise you first to find a solution. See our terms and conditions for more information.

1. Products are subject to availability and market conditions. In the rare event that we are unable to supply a product, you will be contacted by phone or email to discuss a substitute and the price for the product will be confirmed at this point.
2. The order total stated when you place your order, and recorded in your order confirmation, is the price you will pay for the goods.

Delivery

1. When you place an order, you are required to provide the delivery address. Your chosen delivery address is stated within your automated confirmation email, and it is your responsibility to ensure that this address is correct.
2. Our delivery partner, DPD, will deliver your order between 8am and 6pm on your chosen day of delivery (for exceptions see point 3). You are responsible for ensuring that someone is able to accept the order on your chosen delivery date. You may instruct our delivery partner with a leave safe instruction, but this remains entirely at their discretion; parcels will only be left should they feel it safe to do so.
3. We, along with our delivery partner, will endeavour to ensure that your order reaches you on your chosen delivery date. Circumstances beyond their and our control include but are not limited to adverse weather conditions, vehicle breakdown, strike action, Acts of God, fire, civil unrest, equipment failure, war and disruption of energy or water supply.
4. Assuming reasonable and normal conditions in terms of temperature (those which are commonly expected in the delivery supply chain), the packaging we use will keep your order cool until the evening of your day of delivery. It is your responsibility to ensure that goods are refrigerated as soon as they are received.

Products and inspection

1. You are strongly advised to inspect your delivery on arrival. We warrant that goods should not be defective upon delivery; it is your responsibility to contact us within 48 hours if you believe any of the products received to be defective on arrival.
2. Should you believe any of the goods received to be damaged, you must take clear photographs of the damage and email them to porterfords@aol.co.uk, along with your order number, delivery date and any other information that could be useful in satisfying your concerns. We cannot process damage complaints without photographic proof of damage.
3. Our warranty does not cover damage that has occurred to the goods while in your possession, including of incorrect cooking methods.
4. You will not be made to pay for any incorrect or unavailable items.

If 'you' the customer cancels the order with less than 48 hours notice. We reserve the right to still charge 25% of the total. This is due to loss of labour and the products.