

Delivery & Returns Policy

Payments

We accept Visa, Mastercard, Delta & American Express. Unfortunately, it is not currently possible to redeem gift vouchers online. If you would like to use a gift voucher remotely, please call us on 0131 319 1048. Your card will be debited immediately upon purchase. All pricing includes VAT.

- Local Van Delivery Under £35 – £5 delivery charge
- Local Van Delivery Over £35 – Free
- Courier Delivery – £7.50 delivery charge per order
- Click & Collect – Free
- Gift Cards – £1 delivery charge per order

Local Delivery

We deliver to Edinburgh North, South & West. When you order please select your preferred delivery date. If we cannot accommodate this, we will contact you. Please note the cut-off for all postcodes is 9am the day before delivery

Delivery days are as follows:

Edinburgh North & South

EH1 EH2 EH3 EH4 EH5 EH6 EH7 EH8 EH9 EH10 EH11 EH12 EH13 EH14 EH15 EH16 EH17

Tuesday & Friday 10am to 5pm

Edinburgh West

EH27 EH28 EH29 EH30 EH49 EH51 EH52 EH53 EH54

Wednesday & Saturday 10am to 5pm

Courier Delivery

We endeavour to dispatch your order to arrive 24hrs of your dispatch date, however depending on the availability of products that may not always be possible. Using APC as our courier we can offer a choice of delivery days at a cost of £7.50. This will be added at the checkout stage.

Please note only ambient products are available for courier delivery

If no one is available at your address to take delivery, we will, wherever possible, follow the instructions you have given us of where to leave the goods. If we leave the goods on your doorstep or with a neighbour, and they are stolen or damaged, we do not accept any liability and would only offer you a refund or other compensation at our complete discretion.



Click & Collect

Simply order by 9am online and collect from Craigies between 11am-2pm on the following day! Click and collect available on Tuesdays, Wednesdays, Fridays and Saturdays. Please phone 0131 319 1048 from the car park to have your order brought to your car or alternatively pop into the shop to collect. We always endeavour to match customers' orders but sometimes this is not achievable. If this is the case a member of our team will phone on the day of delivery to process a refund for the missing item/s.

Gift Cards

- We deliver gift cards to UK postcodes for a standard charge of £1.
- Please allow 24hrs by courier dispatch date
- We do not offer a delivery service to addresses outside the UK

Making Changes

We're sorry that it is not possible to make changes to your order online. If you want to change your delivery address or add/remove items to/from your order, please email contact@craigies.co.uk or call 0131 319 1048 – where our team will be available to respond seven days a week between the hours of 9am – 5pm.

Returns

When you buy from Craigie's Farm Shop we want you to be happy with your purchase. However, if for any reason you are not entirely happy, please contact us on 0131 319 1048 or email us at contact@craigies.co.uk within 24hrs and we will do our best to rectify the situation

Incorrect Products

Please inform us within 24hrs of any items incorrectly supplied. We will arrange collection and either provide a refund to the same payment card used to place the order or supply the correct item by return.

Defective or Damaged Products

If the products received are defective or damaged, we will offer a replacement or a full refund (including postage costs), to the same payment card used to place the order. Please note that goods must be returned before the Use By date.

Right To Cancel

You can cancel your order up to the point of despatch. Our Quality Guarantee If you are not completely satisfied with any products you receive from Craigies Farm, please tell us and we will either replace the product or refund you the purchase price

