

GETTING YOUR ORDER TO YOU

Shipping Policy

Delivery Information

We currently deliver to addresses within the United Kingdom only.

All orders are dispatched from our base in Shropshire using Royal Mail or a reputable courier service. We aim to process and dispatch your order within 24 hours or 1 working day of purchase, not including weekends, unless otherwise stated.

If stock levels can not fulfil your order within 24 hours, you will be notified by email or phone call.

Delivery Options & Estimated Timeframes

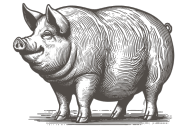
Orders received by 11am Monday to Friday will be despatched on the day of order. For orders received after 11am on Fridays, they will be despatched on the following Monday.

Retail Delivery Options:

Delivery Option	Estimated Delivery Time	Cost
Standard Delivery	3-5 working days	£4.95
Express Delivery	1-2 working days	£5.95
Free Shipping Delivery	2-4 working days	FREE on orders over £50

Trade Delivery Options:

Delivery Option	Estimated Delivery Time	Cost
Standard Delivery	3-5 working days	£4.95
Express Delivery	1-2 working days	£5.95
Free Shipping Delivery	2-4 working days	FREE on orders over £70
Collection	Please contact us to enquire	FREE



Delivery timeframes are estimates and may vary during busy periods such as Christmas, bank holidays, or promotional campaigns.

Packaging

Our pork scratchings are carefully packed to ensure freshness and arrive in top condition. Where possible, we use recyclable or compostable materials in line with our commitment to sustainability.

Tracking & Notifications

You will receive a confirmation email once your order has been dispatched. If tracking is available, we will include the tracking number and a link to track your parcel.

Delivery Issues

If your order hasn't arrived within 7 working days of dispatch, please contact us at info@scratchings.company with your order number. We'll investigate it right away.

Please ensure the delivery address provided is correct at checkout. We cannot accept responsibility for orders delayed or lost due to incorrect or incomplete address details

Damaged or Missing Items

If your order arrives damaged or items are missing, please contact us within 48 hours of receipt with photographs of the issue. We'll do our best to resolve the problem quickly.

Click & Collect (if applicable)

Currently, we do not offer a click-and-collect service. All orders are delivered to your chosen UK address