

POLICY REGARDING REPLACEMENT OF MISSING OR DAMAGED ORDERS

1. Our **delivery times are targets** only – some items may take longer to be delivered. No compensation is payable for delays. Once a reasonable period for delivery has passed, and in the absence of any information on where an item is and if the courier service determine the item to be lost , we'll replace your order.
2. If your order is damaged in any way – we are only liable to replace your order if you send the damaged order, immediately upon receipt, back to Elite Meats Hamilton for investigation subject to the conditions mentioned in clause 3.
3. We'll not be liable for replacement of any orders where the customer had:
 - a. Provided and incorrect delivery address
 - b. Provided and incorrect or unavailable telephone number so that the courier services couldn't make contact.
 - c. Where the actions of the customer contributed to the item going missing or being damaged – for example where the customer is away from the premises and not being able to check if the order was delivered, or if the customer specifically requests that no signature is required for the delivery.