

Terms and conditions Grazings by Deli-zabeth

PLEASE READ ALL TERMS AND CONDITIONS BEFORE BOOKING. BY PURCHASING FROM DELI-ZABETH YOU THEREBY AGREE TO BOTH OUR GENERAL TERMS & CONDITIONS & OUR DELIVERY TERMS & CONDITIONS.

ORDERS

Returns

Due to the fresh and organic nature of our produce, returns of perishable goods cannot be accepted. Should there be an incorrect or faulty item in your delivery we must be informed within 2 hours of the product being received in order to offer replacements or refunds. Images of defective or incorrect items will be required.

Cancellations

Customers can cancel up to 2 weeks before the event. Beyond this, we are unable to process cancellations.

For larger bespoke orders (€1000,- +), if your order is cancelled one month (or more) before the date booked, we will issue a 50% refund. Unfortunately we do not offer any refunds for cancellations within one month of an event, only date changes if we are told well in advance and have the availability. If an event needs to be cancelled due to Covid-19 related issues the above still applies. Once a booking has moved, we are unable to move again and if cancelled no refund will be given.

Order Changes

Customers can amend orders within a 2 hour 'grace period' after booking. Beyond this, we are unable to process any order changes.

Date Holding

Due to the high number of enquiries for bespoke grazing displays, we are unable to hold dates.

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DELIVERY

Delivery

Our products are made fresh on the day and are extremely delicate, therefore are not suitable for overnight courier delivery and need to be hand-delivered (or collected from our kitchen!) by our specialist team. Pick up is only possible by car.

The customer needs to be readily available to receive the product. If the courier needs to park and pay in order to deliver, Deli-zabeth will charge back the client these costs.

If no one is in, the package will be handed to a neighbour. Failing that, delivery will be left in a safe place. This is because fresh food product cannot be couriered back to kitchen. Deli-zabeth is not responsible for the product once left in a safe place or with a neighbour.

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FOOD/PRODUCTS

Seasonal Produce & Supplier Availability

As our produce and garnishes are sourced weekly and can be seasonal, they are subject to availability and substitutions. Although the majority of our menus are fixed, there may be changes season to season. We may also face supplier issues at times, and so cannot guarantee each and every product, such as edible flowers. We will always use an alternative or use more of another product to compensate. Please refer to our menus on the website as a guide to what you can expect.

Food Handling

When products are received please keep chilled and consume that same day. It is the responsibility of the customer to dispose of the food if kept unrefrigerated beyond 4 hours (2 hours for the streetfood board), to comply with Dutch food standards. By agreeing to our terms and conditions the client is agreeing to dispose of any food after this set time. Deli-zabeth will not be held responsible for any adverse reactions to our food consumed after this time.

Dietary Requirements & Allergies

Please notify of any allergy and dietary requests at checkout, however we cannot accommodate special allergy requests due to high risk of contamination. If you or your guests/clients have a severe allergy please beware that we cannot guarantee if a product is completely free of traces of the main 16 allergens listed below:

Celery

Cereals containing gluten (including
Wheat, rye, barley and oats)

Crustaceans

Eggs

Fish

Lupin

Milk

Molluscs

Mustard

Tree nuts (including almonds,
Hazelnuts, walnuts, brazil nuts, Cashews,
Pecans, pistachios and macadamia nuts)

Peanuts

Sesame seeds

Soybeans

Sulphur dioxide and sulphites

Deli-zabeth is not responsible for any adverse reactions to our food if we have not been forewarned of any allergies or dietary requirements in the booking process.

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SOCIAL MEDIA

Unless our clients/customers explicitly ask us not to use images taken at their event, we reserve the right to use them on our social media platforms.