

**Ty Madoc Farm Ltd.**  
**Merthyr Cynog**  
**Brecon**  
**LD3 9SG**



## Ty Madoc Farm Ltd – Delivery Policy

**Approved By:** Board of Directors  
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## 1. Purpose

This policy outlines the delivery arrangements for orders placed with Ty Madoc Farm Ltd. via its website and associated sales channels.

The business is committed to ensuring that orders are processed efficiently and delivered in a timely and secure manner.

## 2. Delivery Areas

Delivery is available within the United Kingdom.

Delivery to certain remote or offshore areas may be subject to additional charges or restrictions. Where applicable, customers will be informed prior to dispatch.

## 3. Dispatch Times

Orders are typically processed and dispatched within 2–3 working days.

During busy periods (including seasonal demand, events, or holidays), dispatch times may be extended. Customers will be informed by e-mail where delays are expected.

## 4. Delivery Times

Standard delivery is typically 2–5 working days from dispatch.

Delivery times are estimates and cannot be guaranteed, as they are dependent on third-party courier services.

## 5. Delivery Charges

Delivery charges are calculated at checkout based on order size, weight, or location.

Any applicable charges will be clearly displayed before the order is confirmed.

## 6. Age-Restricted Products

As the business sells alcohol, the following conditions apply:

- Customers must be aged 18 or over to purchase alcohol
- By placing an order, the customer confirms they are over 18
- Deliveries may require age verification upon receipt

The business reserves the right to refuse delivery if age cannot be verified

## 7. Delivery Conditions

Customers are responsible for ensuring:

- Accurate delivery information is provided at the time of order
- Someone is available to receive the delivery where required

If delivery is unsuccessful, the courier may:

- Attempt redelivery



- Leave the parcel in a safe place
- Return the parcel to the depot or sender

## 8. Risk and Responsibility

Responsibility for the goods passes to the customer upon successful delivery.

Where goods are left in a safe place at the customer's request, responsibility passes at that point.

## 9. Damaged or Missing Items

If an order arrives damaged or incomplete:

- Customers must notify the business within 48 hours of delivery
- Photographic evidence may be required
- The business will assess the issue and arrange a replacement or refund where appropriate

## 10. Lost Deliveries

If a delivery has not arrived within the expected timeframe:

- Customers should contact the business
- The business will liaise with the courier to investigate
- Replacement or refund will be considered where appropriate

## 11. Failed Deliveries and Returns

Where deliveries fail due to:

- Incorrect address
- Failure to collect or accept delivery

The business reserves the right to charge for redelivery.

## 12. Delays Outside Our Control

The business is not responsible for delays caused by:

- Courier service disruptions
- Weather conditions
- Industrial action
- Other unforeseen circumstances

However, reasonable efforts will be made to assist customers in resolving delivery issues.

## 13. Contact

For any delivery queries:

Email: [contact@tymadoccider.co.uk](mailto:contact@tymadoccider.co.uk)