

Delivery and Shipping

UK Delivery

You qualify for Free delivery to any UK address when you spend £45 or more in a single transaction. Orders under £45 will incur a £3.95 delivery charge. Please note that shipping of goods over 2kg will also incur a delivery charge (regardless of order value).

Here is a list of shipping costs:

UK

- Standard Shipping: £3.95
- Express Shipping (first class Royal Mail): £5.95
- Free Shipping: on orders of £45 or more (maximum weight 2kg)

Orders are usually delivered within 4 working days between 8am – 9pm via Royal Mail

International

- European Tracked: £12
- Lebanon & UAE Tracked: £20

Heavy Goods Shipping (UK)

- 2.5kg - 5kg: £10.00
- 5 - 10kg: £15.00
- 10kg - 25kg: £25.00

Additional Delivery Information

Please note:

All delivery time-scales are subject to availability.

Working day refers to any day Monday to Friday and excludes weekends and bank holidays.

Delivery to the Scottish Highlands, islands and other remote areas may take longer.

How do I return a product

If when you receive your product(s), you are not completely satisfied you may return the items to us, within seven days of exchange or refund. Returns will take approximately 5 working days for the process once the goods have arrived. Items must be in original packaging, in all original boxes, packaging materials.

If our labels are removed from the product – the warranty becomes void.

We strongly recommend that you fully insure your package that you are returning. We suggest the use of a carrier that can provide you with a proof of delivery. Matcha and Beyond Ltd will not be held responsible for items lost or damaged in transit.

All shipping back to Matcha and Beyond Ltd is paid for by the customer. We are unable to refund you postal fees.

Any product returned found to be defective can be refunded within the time stated above. Goods found to be tampered with by the customer will not be replaced but returned at the customers' expense.

If you are returning items for exchange please be aware that a second charge may apply.

Returns Address

Matcha and Beyond Ltd, 191 King's road SW3 5ED London

Lost Items

If you have any lost or missing products from your order then please contact our Customer Care team info@matchaandbeyond.com

Lost parcels must be reported within 30 days of the dispatch date we will not be liable for any loss should you fail to do this.