TERMS & CONDITIONS

Before We Take Your Order, There Are A Couple Of Things You Need To Know When Ordering From SoulfulSeafoodUK.

**1. Days We Open**

We open on from Thursday – Sunday.

**2. Orders**

We work on pre-order basis only but also accept orders on the same day depending on availability. Once order is placed, it cannot be changed.  
Due to a high amount of orders, head on prawns cannot be deveined (unless requested) & snow crab clusters cannot be pre cracked.

**3. Payment**

Once your meal has been selected, we require full payment of your total order before it is confirmed. Payments are non refundable.

**4. Collection**

Pick Up Location:  
The pick up location is Unit 17 Heliport Industrial Estate, 40 Lombard Road, Off Bridges Court Road, Battersea, SW11 3SS.

Once in a while we branch out to different boroughs and we will inform in good time if this going to happen.

Time:  
You have the option to select your preferred collection time and we will always try our best to accommodate this. Collection time is on first come first serve basis.

Please try to stick to your arranged collection time as this affects our ability to service other customers and could compromise the freshness of your food. Please try to let us know if you are going to be late. If you decide to not turn up, your payment & food will also be lost.

**5. Delivery**

Delivery is available on Deliveroo & Uber Eats depending on if your delivery location is within 2.2 mile radius of our address.

6.Refunds

If by any chance you require a refund e.g we were unable to fulfil your full order due to unforeseen circumstances, we will refund you up to the value of the order we were unable to fulfil.

**7.Allergies**

We aim to prepare our food in a very clean and hygienic manner in line with the food safety regulation laws but please see the following below:

a) At SoulfulSeafoodUK we cook all our products in the same kitchen and cannot guarantee that our meals will not contain allergens.  
b) Please state if you have any dietary needs when making your order and we will try our best to accommodate this.  
c) There is always a possibility of cross contamination of meal ingredients.

Once again thank you for choosing us x