

Delivery and Shipping

UK DELIVERY

Matcha and Beyond ships across the UK.

Standard delivery 48 hours*: £3.95 / Next day delivery*: £4.95

Free Shipping: on all orders over £40.

Free gift on all orders over £70.

Discount automatically applied at checkout.

* Orders need to be placed before 1PM

We currently do not offer international delivery on our website, however if you would like to be quoted for international delivery or require more information please contact us on info@matchaandbeyond.com.

We are able to offer returns and refund on accessories. As matcha is a consumable product we are not able to offer returns.

ADDITIONAL DELIVERY INFORMATION

We currently do not offer international delivery on our website, however if you would like to be quoted for international delivery or require more information please contact us on info@matchaandbeyond.com

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 Unit 8 Townmead Business centre William Morris Way SW6 2SZ 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.