What happens if I miss a delivery?

Suise Ubeda - 2026-07-24 - Comments (0) - Shipping & Pick-up FAQs

If no one is available to receive your order, please notify us as soon as possible so we can cancel or reschedule your delivery. We can also deliver to an alternate address (you will be charged for the difference in fees if it is in another zone).

Please note that a lot of effort goes into preparing each order, and we may not be able to resell undelivered items especially if they are fresh. You will be charged for the value of these items.

We will contact you before our driver leaves our dispatch area. If we don't get a verbal or text confirmation from you that you will be in at that time, we will not release your order. When the driver is nearby, they will call you to ensure that you are ready.

Our driver will wait 10 minutes at your location before we have to cancel your order. If you have confirmed that you will be in at the designated time, we will not be able to accommodate any re-bookings the same day. You will be charged a re-delivery fee if you would like it resent to you.