

Delivery Policy

For [My Thai Guernsey](#)

Last updated: May 2026

Delivery Areas

We offer delivery across Guernsey, subject to availability, operational capacity, weather conditions, and order size. Certain locations or larger catering orders may incur additional delivery charges.

Delivery Times

Any delivery times provided are estimates only and are not guaranteed.

Delays may occasionally occur due to circumstances outside our reasonable control, including traffic conditions, weather disruption, ferry delays, vehicle issues, operational demands, or periods of exceptionally high order volume.

Where possible, we will make reasonable efforts to keep customers informed of significant delays.

Customer Responsibilities

Customers are responsible for ensuring that all delivery information provided is accurate, including:

- Delivery address
- Contact telephone number
- Access instructions
- Delivery timing requirements

Customers should ensure that someone is available to receive the order at the agreed delivery time.

Additional delivery charges may apply where incorrect information has been supplied or where repeat delivery attempts are required.

Failed or Unattended Deliveries

If delivery cannot be completed because:

- the customer is unavailable,
- incorrect delivery details have been provided,
- access to the property is restricted,
- or delivery conditions are considered unsafe,

we reserve the right to:

- leave the order in a safe place where appropriate,

- return the order,
- charge additional delivery fees,
- or cancel the delivery where food safety may be compromised.

Where an order is left in an agreed safe place, responsibility for the order transfers immediately to the customer.

Transfer of Responsibility

Responsibility for products transfers to the customer once the order has been:

- collected,
- delivered,
- or left in an agreed safe place.

Customers are responsible for ensuring products are transported, stored, refrigerated, reheated, and consumed safely after receipt.

Storage & Consumption Guidance

Many of our products are freshly prepared and perishable.

Customers should refrigerate products where appropriate and consume them within recommended timeframes. Product quality may naturally reduce over time after collection or delivery.

We are not responsible for deterioration resulting from improper storage, delayed consumption, or handling after receipt.