

Shipping to Israel

Restricted Items

Due to Israel's import regulations, some products may not be available for purchase in your country, although we can ship them to you at your own risk and responsibility. As regulations change constantly, we *strongly* recommend that you check with your local authorities for information on regulations that may affect your ability to receive your order. (Our website cannot determine what products can or cannot be sent to Israel and it's your responsibility to check that before placing the order)

Unfortunately, we cannot issue a refund of any kind for orders seized or destroyed by Customs unless the order is returned back to our warehouse in an undamaged and resalable condition. Refunds issued will be for the cost of the merchandise only; shipping costs will not be reimbursed.

In addition to prohibited items, we are unable to ship free samples and all products requiring cold packs internationally.

International Payment Methods

Accepted forms of payment currently include:

- Credit cards associated with Visa, MasterCard, American Express
- Debit cards associated with Visa or MasterCard
- PayPal

If you experience difficulties using your credit or debit card to make an international purchase, please first contact your bank to ensure that your card has been enabled for international purchases. This will nearly always fix your issue. Please note that all prices are listed in GBP unless otherwise noted.

International Shipping Options

We work hard to get great shipping rates from our couriers so we can pass the savings on to you. Shipping costs for international packages are based on the weight and size of your order. Simply place items in your cart, select your country and click on "calculate" to see your options. You'll be given all shipping options and exact costs during the checkout process, after you have selected the delivery address for your order. **Delivery time frames are estimates only and do not take into account weekends, holidays, or processing and packing (please allow 24-48 hours for packing). Please allow your order time to pass through customs procedures; an international order will not be considered 'lost' until 60 days from the date of shipment. We are unable to process claims until the 60 day period has passed. Please note: Before you make a purchase, please be aware of the personal purchase limit set by your country. If your order exceeds this limit, you will need to arrange for a broker to clear your package through customs.**

Although delivery estimates may vary depending on your country, basic information on your options is below:

Royal Mail International/Parcel Force

- Estimated delivery in 15-35 business days
- No tracking

** An international order will not be considered 'lost' until 60 days from the date of shipment. We are unable to process claims until the 60 day period has passed (See FAQ under "Package loss").*

International Returns Policy

Because the U.K. Food and Drug Administration place numerous strict regulations upon the delivery of consumable items into the country, **Grain2Gain.com may not be able to process returns on international orders.** If you received the wrong item or the product appears defective, please contact Customer Service at info@grain2gain.co.uk; we will review each circumstance on a case-by-case basis to determine if a return can be processed.

3rd Party Shipping Companies /Freight Forwarders

Using international freight forwarders or 3rd party shipping companies can be a convenient way to receive orders to your foreign address. However, please know that if you elect to use this type of service, **we cannot issue you a refund of any kind or accept any return** of any order handled by any outside courier. We cannot be held responsible for any damage or loss that occurs due to handling of your order by an outside courier. If you experience any kind of damage or loss when using this type of service, please contact the 3rd party company for remedy.

Fraud

Don't even think about it. Seriously! Our fraud team will catch you, and we will prosecute you to the fullest extent of the law. Grain2Gain.co.uk actively prosecutes fraudulent behavior at every opportunity. If you feel that your account has been inaccurately marked as fraudulent, please [contact us](#) immediately and we'll work quickly to sort it out.

Errors in Address

If you make an address error on your order, please note that we cannot change the delivery address after an order has been submitted. Please know that we work directly with our shippers to help resolve address issues where possible, but we cannot be held responsible for any delays, fees, or other delivery issues if you've made an error in the shipping information on your order. **If such an error causes an order to be rejected, lost, or destroyed, we cannot issue a refund or replacement of any kind.** If the error causes the order to be sent back to us, you may be responsible for return shipping fees, and we'll only be able to refund you for the cost of merchandise only.

Violation of laws

Please familiarize yourself with your country's import restrictions before ordering. We cannot be held responsible for any delays, fees, fines, or penalties incurred by your order due to a violation of law. Items sold at Grain2Gain.co.uk are intended for personal use.

Customer Refusal

Unfortunately, **we cannot issue a refund of any kind for orders seized, damaged, or destroyed by Customs** unless the order is returned back to our warehouse in undamaged and resalable condition. In that event, **refunds issued will be for the cost of the merchandise only; shipping costs will not be reimbursed.** Please note that if the cost to return a rejected package to our

warehouse exceeds the value of the order, we'll instruct the courier to destroy the package and we'll be unable to issue a refund of any kind.

Customs Seizure

Unfortunately, **we cannot issue a refund of any kind for orders seized, damaged, or destroyed by Customs** unless the order is returned back to our warehouse in undamaged and resalable condition. In that event, **refunds issued will be for the cost of the merchandise only; shipping costs will not be reimbursed.** Please note that if the cost to return a rejected package to our warehouse exceeds the value of the order, we'll instruct the courier to destroy the package and we'll be unable to issue a refund of any kind.

Package loss

Although it is rare for international orders to get lost, please be aware that it can happen. International orders may take up to 60 days to clear customs, depending upon delivery method and government procedures. **An international order will not be considered "lost" until 60 days have elapsed from the date of shipment. We are unable to process claims until this 60-day period has passed.** Refunds issued will be for the cost of the merchandise only; shipping costs will not be reimbursed. Please note that we do not offer replacements or store credits. In the event that your order has been lost, you must report it as lost to us within 90 days of date of purchase. Please contact us by email, 7 days a week, to discuss your options. For information on how to contact us, please [click here](#).

Disclaimer

Grain2Gain.co.uk cannot be held responsible for any laws or regulations that result in Customs applying additional cost to your order, whether tax or duties, nor any related delivery delays or seized products. However, please note that the vast majority of international shipments do not experience problems or delays, and our customers are very rarely assessed additional fees. In the event additional fees are assessed to your order, your local Customs authority will contact you directly. By ordering from Grain2Gain.co.uk, you agree to our policies above. Grain2Gain.co.uk reserves the right to change these policies at any time, and we also retain the right to refuse service to any customer at our sole discretion.