



REFUNDS AND EXCHANGES

Can I change or cancel my order?

Unfortunately, we are unable to change or cancel an order once it has been processed. However, if you have made an error regarding the delivery address or card wording please get in touch with our team via info@jenningsfinefood.co.za and we will do our best to help.

Do you do offer refunds?

Kindly note due to the nature of the product...we Don't accept exchanges. Should you receive a defective or damaged product, please report it within 24 hours of receipt of order. Please email info@jenningsfinefoods.co.za with digital images, and we will advise further.

Will I receive an order confirmation email?

You should receive an order confirmation email a few moments after placing your order. Please be sure to check your junk mail if this has not been received. If there is still an issue, please get in touch with our team via info@jenningsfinefoods.co.za

Delivery Information

How much does delivery cost?

Delivery is calculated on checkout.

When will my order be despatched?

Orders received prior to 11 am (Monday-Thursday) will usually be despatched the following day. Delivery will be via your chosen delivery option. Collection is also available should you be in area.

Will my parcel be delivered on a Saturday or Public holiday?

We do not currently offer a Saturday or Public holiday Delivery.

How can I track my order?

Please find your order tracking details on your shipment confirmation email. If this still doesn't answer your query please get in touch with our team via info@jenningsfinefoods.co.za and we will do our best to help

Can I change the delivery address?

If you need to make a change to your delivery address please get in touch with our team via info@jenningsfinefoods.co.za and we will do our best to help.

Do you ship Internationally?

We don't currently ship outside of South Africa.

Gifting Information

Can I add a gift message to my order?

Of course. Please select 'Add a card', choose your card, enter your personalised message and our team will work their magic! This service is currently only available on the Gift hampers.

Product Information

Where can I find ingredient information?

Please find the ingredient information of each of our products beneath each product listing. Please note whilst extreme care is taken, we do manufacture in a facility which uses both Tree and Ground Nuts.

Are Jennings Fine Foods products Halaal?

Absolutely. Our entire Jennings Fine Foods range of products are certified with SANHA.

Undelivered goods will be credited to your account, to the value of the undelivered product/s. This credit can be accessed automatically at checkout.

For any other queries, please email: info@jenningsfinefoods.co.za