



Come & Chop – Website Policies (UK)

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Privacy Policy Come & Chop respects your privacy and complies with UK GDPR. We collect name, phone, email, address, order details, payment confirmation, IP address and usage data to process orders, provide support and improve services. Data may be shared with payment processors, delivery partners and hosting providers. We never sell your data. You may request access, correction or deletion of your data.

Cookie Policy Our website uses essential, functional and analytical cookies to enable ordering, improve performance and analyse traffic. You may disable cookies in your browser. A cookie banner is displayed on first visit.

Terms & Conditions Prices are in GBP. Items are subject to availability. Accurate information must be provided. We reserve the right to refuse service and are not responsible for delays beyond our control.

Allergen Policy (Natasha's Law) We handle gluten, milk, eggs, peanuts, tree nuts, soya, mustard, celery, sulphites, crustaceans, fish, sesame, lupin and molluscs. Cross-contamination may occur. Customers must inform staff before ordering. PPDS foods are labelled with full ingredients and allergens.

Food Safety & Hygiene We follow UK Food Standards Agency regulations, including staff training, temperature control, cleaning schedules, safe storage and approved suppliers.

Refund & Cancellation Policy – No Refunds Come & Chop operates a strict no-refund policy.

Once an order has been placed and accepted, it cannot be refunded for delivery or collection orders.

Orders may only be cancelled at our discretion before preparation begins.

Refunds or replacements may only be considered if you receive the wrong order or an item is missing due to our error. Any issues must be reported immediately upon delivery or collection.

Delivery Policy Delivery is available in South West London only. Outside this area orders must be collected. Delivery times are estimates. Responsibility passes to the customer once delivered.

Accessibility Statement We aim to make our website accessible to all users. Please contact us if you experience any difficulties.