

## **Vantage House Shipping Information**

Vantage House are agents for a wide variety of manufacturers from around the world and as such there is no single warehouse containing all our 12,000 listed products.

Ingredients and Packaging come from our fulfilment partners here in the UK – however they are separate warehouses and individual delivery charges apply. Please note that Ingredients and Packaging cannot be combined to achieve free delivery or collective quantity discount.

### **Products available to buy online**

[Ingredients](#) are sent out from our fulfilment partner here in the UK. Orders placed before 11am are processed that day\*\* for delivery the following day. Whilst the order will have been dispatched for next day delivery, Vantage House cannot guarantee delivery next day, since delivery will be made by an external courier.

Ingredients orders over £125 in value get free mainland UK delivery (other than Highlands and Islands) smaller orders under £125 are welcome and carry a fixed delivery charge of £6 for mainland UK addresses. Bulk Sugar and Syrup may occur Pallet Charges.

[Packaging](#) comes from our packaging partners here in the UK. Packaging orders over £180 in value get free mainland UK delivery (other than Highlands and Islands) smaller orders are welcome and carry a fixed delivery charge of £10 for mainland UK addresses.

[Chocolate World](#) orders are dispatched via UPS Standard Service 3 – 5 working days from when they are dispatched by Chocolate World (i.e. subject to available stock). Shipping is calculated by weight.

There is a minimum charge applicable of £22 to UK mainland addresses, non-mainland UK addresses will carry an additional charge. Please note: UPS have recently updated their shipping matrix and some addresses that used to be considered mainland UK (such as postcodes PA21-PA38) are now charged at a higher rate – if you are unsure please check with us.

Next day services are available – to be quoted with order

\*\*this is subject to change however and cannot be guaranteed

[ChocoVision](#) machines get free mainland UK delivery (other than Highlands and Islands)

**Goods from other overseas manufacturers will in general be shipped directly to you from the factory – see below for specific manufacturer information.**

**Hans Brunner** - orders are usually dispatched via UPS Standard Service 3 – 5 working days from when they are dispatched by Hans Brunner (i.e. subject to available stock). Shipping is calculated by weight. There is a minimum charge applicable of £23

Hans Brunner lead times vary according to stock situation – phone for current information

**Schiller Plastics** – orders are dispatched via UPS and shipping is calculated by weight and volume of the total order. Lead times vary – checked at time of order.

### **Machines**

Machines from FBM, Prefamac, ChocoMa & Dedy are delivered from Europe by road.

Machines from Savage Bros are shipped from the United States and therefore delivered by air or sea freight (as appropriate)

Spare parts are delivered by courier for all suppliers.

Shipping costs are quoted at the time of order.