

Delivery Policy

1. General Information

Tindahang Rizalenyó is committed to deliver your order in good quality. All orders are subject to product availability. If an item is not in stock at the time you place your order, we will notify you and refund you the total amount of your order, using the original method of payment.

2. Delivery Location

Perishable items offered on our website are currently available for delivery to addresses in the province of Rizal and NCR. Non-perishable items can be shipped within the Philippines, however COD option is not available.

3. Delivery Time

An estimated delivery time will be provided to you once your order is placed. Delivery times are estimated and commenced from the date of shipping, rather than the date of order. Delivery times are to be used as a guide only and are subject to the acceptance and approval of your order.

Unless there are exceptional circumstances, we make every effort to fulfill your order within five [5] working days from the date of your order.

Please note we do not ship on Sundays and Holidays.

4. Delivery Instructions

Request for a specific delivery time and date is not possible. However, buyers may select your preferred delivery schedule.

If the buyer will not be available at the time of delivery, please delegate someone who can receive the order on your behalf.

Our courier will deliver the order for up to 2 attempts only. After which the order will be returned to the seller. This is in accordance with the delivery policy.

5. Shipping Costs

Shipping costs are based on the weight of your order and the distance. To find out how much your order will cost, simply add the items you would like to purchase to your cart, and proceed to the checkout page. Once at the checkout screen, shipping charges will be displayed.

Additional shipping charges may apply to remote areas or for large or heavy items. You will be advised of any charges on the checkout page.