

Shipping & delivery

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Only part of the order has arrived

It can happen that one or more products from your order are out of stock and sometimes we ship the available products first. If this happens you will be contacted and informed first.

Sometimes if necessary we will ship an order using multiple boxes. This can happen for a variety of reasons. For example if you order a product that will remain in the manufacturer's box.

Delivery to a work or other address

It is possible to have a different shipping address from your invoice address, select this option during the order process.

Tax will be calculated for the invoice country (country of payment).

Changing your delivery or invoice address

If you use the 'Easy order' option then you can select/create the addresses during the order process.

Members can change their (default) addresses at the 'My Baneys Farm' section found in the top sub menu in the site.

Has my order been shipped?

When your order is shipped you will be notified by mail at least one day before delivery (depending on shipping distance).

If you are a member and used the member options during ordering then you can check your order status online. A shipped order will contain a 'Shipped' tag.

How can I track my order during delivery?

Depending on the shipping method you choose you may get a tracking number which can be used to track your order during transit. This information is always emailed to you when the shipment process started.

I received an order but products are missing

It is possible that we sent only part of the order because one or more products are not in stock, the rest will be shipped separately when the missing products are back in stock again. However, when this happens you will be always contacted/notified first.

If you are missing products because you believe there was a mistake please contact us by phone or mail.

My Tikitradng & Track orders

My Tikitradng and track orders contain personal settings and information. These options are only available for registered members. The 'My Tikitradng' pages can be found on the top sub menu of this site.