

Hampers Food and Wine Terms and Conditions

Please see the terms and conditions on your purchase below:

Goods and services provision

All items featured within our website are subject to availability.

All contents have been fairly described and photographic props such as wicker hamper baskets are not included unless expressly stated.

Some products contain nuts, egg, milk and other allergens. Please refer to product packaging for further information. If you are unsure from a product description of the suitability for different dietary requirements please contact Hampers Food and Wine on 01993 811535 and our staff will be happy to help.

Items containing alcohol can only be ordered by and delivered to persons aged 18 and over.

All goods remain the property of Hampers Food and Wine until they have been paid for in full (cleared funds).

Hampers Food and Wine reserves the right in its sole discretion to refuse service at any time without notice.

Gift Hampers: 24 hour notice is required as a minimum for orders for delivery on mainland UK. 3 days minimum may be required for other locations including Northern Ireland.

Prices

Prices of hampers shown include VAT on each item.

Gift Hampers: prices also include all presentation packaging (cardboard basket, cellophane and ribbon) but do not include delivery charges.

Picnic Hampers: prices are composed from the total cost of the products plus the relevant carrier as follows: £3.99 per disposable picnic box or £10 per coolbag (this charge of £10 is refundable on return of the coolbag to Hampers Food and Wine). Disposable plates, cutlery and glasses are an optional extra, payable at 75p per person.

Gift Hamper presentation

Gift hamper selections are presented in a reinforced cardboard basket unless otherwise stated. Wicker baskets are available as an alternative, please contact Hampers Food and Wine on 01993 811535 directly if you would prefer your selection in a wicker basket.

Images shown on the website are intended for presentation purposes only. Gifts and their contents are configured for safe and secure transit using the appropriate packaging methods, employed at Hampers Food and Wine's discretion.

Product availability

The sale of any goods and services are subject to availability. While we always endeavour to keep photography and descriptions of hamper items as accurate as possible, Hampers Food and Wine reserves the right to substitute any items included in hampers for items of equal or greater value and of the same type, if those listed in the descriptions are out of stock or unavailable at the time of ordering.

Product description

While we take all reasonable care to ensure that all descriptions, details and prices of products appearing on our website are correct at the time the information was uploaded, the information appearing at any time may not reflect the exact position at the moment you place an order.

Please be aware that the colours and appearance of our products may vary slightly from the way they appear on the screen and we cannot guarantee that your monitor screen will accurately reflect the colour of the product on delivery. All measurements and sizes are approximate, although we make every effort to ensure that they are as accurate as possible

Packaging may vary from that shown. The weights, dimensions and capacities given are approximate only. Wine vintages and labels may vary from those shown.

If in the unlikely event that you are not completely satisfied with your order, please contact Hampers Food and Wine on 01993 811535 and we will be happy to discuss your concerns. Alternatively please write to us via our 'contact us' pages.

Gift Hampers Delivery

Hampers Food and Wine will be under no liability for any delay or failure to deliver the products within estimated timescales.

We deliver to mainland UK and Northern Ireland addresses. We reserve the right to charge a surcharge to deliver to Northern Ireland, the Channel Islands, Isle of Man, Orkney, Shetland and Scottish Island. Please note deliveries to these areas may take a further 2/3 days to arrive. Regretfully we cannot deliver to PO Box addresses and BFPO addresses.

Orders are sent by courier. We will always request that a parcel is 'left in a safe place' if there is nobody in to sign for the goods. However this cannot be guaranteed and is at the discretion of the driver whether he/she feels it is safe to do so. If you are not at home it may not be possible to leave it, or to attempt delivery until the next working day. If you have particular delivery instructions or would not like your order to be left without a signature, please advise at the time of ordering.

Please note it is not possible to give multiple alternatives for the delivery address.

It is your duty to ensure that your requested delivery date is suitable for either yourself or your gift recipient to accept an order.

We cannot accept responsibility for addresses provided incorrectly.

Replacement of damaged goods

It is your responsibility to check your order carefully immediately on receipt of goods.

In the unlikely event of damaged goods the Customer should contact Hampers Food and Wine on 01993 811535 within 3 days of receipt of the goods and we will replace or refund the items concerned.

Order cancellation

In accordance with the EU Distance Selling Directive you have the right to cancel the contract at any time up to 7 working days starting the day after delivery.

No order which has been placed may be cancelled by the Customer except with direct notification of the Company. Customers requesting a cancellation must contact Hampers Food and Wine on 01993 811535 directly.

i) Mistake

If you have placed an order by mistake through our website please contact us on 01993 811535 immediately to cancel the order. Any payment made can then be arranged to be refunded.

ii) Cancellation before despatch

You can cancel an order up to 2 working days before the requested delivery date. After this we may have already dispatched your gift. For Christmas orders with delivery dates in December we require a longer notice period of up to 7 days.

iii) Gift Hamper Returns (if an order has already been despatched)

Please contact us by phoning us on 01993 811535 and let us know you would like to cancel and return your order within 7 days of receipt.

If the goods have already been shipped and you cancel the order, you will be required to return the goods unopened and in the original packaging to the address below, at your own cost, before payment will be refunded (minus the original shipping costs and costs of packaging materials)

Hampers Food and Wine Company
31-33 Oxford Street
Woodstock
Oxon
OX20 1TH

On receipt of the goods, we will refund the value of the goods in full, minus the delivery charges already incurred. You will be contacted by us within 2 days of us receiving the return to inform you of its receipt and the refund.

iv) Picnic Hampers returns

As picnic hampers are comprised of perishable items we regret that picnic hampers cannot be returned or cancelled once they have been despatched unless goods are faulty or damaged.

Unforeseen Circumstances

Whilst every effort will be made to meet customers' orders/requests, cancellations or variations may be necessary as a result of an act of God, war, strike, lockout, labour dispute, fire, flood, severe weather or other causes beyond the control of Hampers Food and Wine.

Disclaimer

Hampers Food and Wine has taken every care in the preparation of the content of this website, in particular to ensure that prices quoted are correct at time of publishing and all products have been fairly described. In the event that an incorrect price or description is displayed on our website, Hampers Food and Wine reserves the right to abstain from fulfilling the order at that price. The customer will be notified and given the choice to proceed with the order or to cancel. All prices quoted are inclusive of VAT.

To the extent permitted by applicable law, Hampers Food and Wine disclaims all warranties, express or implied, as to the accuracy of the information contained in any of the materials on this website.

Hampers Food and Wine shall not be liable to any person for any loss or damage which may arise from the use of any of the information contained in any of the materials on this website. While we endeavor to keep the information up to date and correct, any reliance you place on such information is therefore strictly at your own risk.

Hampers Food and Wine Privacy Policy Statement

Hampers Food and Wine is committed to ensuring that your privacy is protected. Information collected by us is to process your order and to provide the highest level of customer service possible. We may require some or all of the following details to complete your order: your name, email address, billing address, delivery address, telephone number and debit/credit card details. We gather this information solely to process your order.

We will never sell, rent or exchange your personal information with any third party for commercial reasons. We will never email marketing material to you unless prior consent has been obtained.

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online

Hampers Food and Wine may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 01.04.2012