



Terms and Conditions

Thank you for viewing the terms and conditions for The Suffolk Hamper Company. Please read these terms and conditions before ordering any of our hampers and if you have any queries regarding these terms and conditions we would be delighted to help via email at info@thesuffolkhampercompany.com or phone on +44 (0)1284 277210.

By making a purchase from www.thesuffolkhampercompany.com or by making a purchase from The Suffolk Hamper Company by phone or other means you are agreeing to be bound by these terms and conditions.

Advertised Prices

All hamper prices advertised on our website include the delivery cost to mainland UK postcodes okay and exclude the highlands. If you wish to order from outside the UK, please contact us for a bespoke option.

Ordering and Payment

Orders can be placed on our website, or via email. We accept payment via most credit and debit cards directly through Stripe payment system. Payments can also be taken on the website using PayPal.

If you order via email, we will email you an invoice which will contain a link to Strip payment system where you can review the order and submit your credit or debit card details. We can also take payment via BACS.

We take your security very seriously and all card details taken on the website are submitted to Stripe payment system directly via their secure server. We do not have access to your card details for payments taken on the website as these are taken by a secure system.

All card payments are validated and authorised prior to completion of your order. We are not liable for non-delivery of your goods if your payment is not authorised.

All orders are subject to our acceptance and the contract is deemed as formed once we have sent you an email confirming dispatch. If we cannot dispatch your order for any reason, we will let you know as soon as possible, and a full refund will be provided.

Gift message

Every hamper order can be sent with a personal greetings card with a message of up to 500 characters. You are prompted at check out for the message.

Delivery

All hamper prices advertised include delivery charges to mainland UK destinations only excluding the highlands.

All deliveries are made by reputable couriers such as Royal Mail, Parcel Force, DHL, FedEx and UPS and tracking is provided. (This does not include delivery to British Forces Post Office (BFPO), please see the section below on **BFPO** deliveries)

We aim to dispatch all orders within 72 hours of receiving payment.

UK Mainland

All advertised hamper prices are shown as default to include any delivery charges to mainland UK. As a guideline, on standard delivery, your hamper should be delivered within four working days from dispatch using standard delivery.

Express delivery is also available. Orders are dispatched on Tuesdays and Thursday. Orders received From Friday – Sunday are prepared on Mondays for dispatch on Tuesday. Ordered received Mon – Thursday (3pm) before are dispatched on Thursdays.

Next day delivery is also available for most mainland UK addresses. Orders received by 12pm (GMT) Monday to Thursday can be dispatched for next day delivery. On orders received by 12pm (GMT) on a Friday the goods will be dispatched for delivery the following Monday to most mainland UK addresses.

Unfortunately, we currently do not have standard postage to the following areas, however, we are happy to quote on an individual basis if you call or email us.

Scottish Highlands postcodes – AB31 to AB38, AB41 to AB45, AB51 to AB56, FK19 to FK21, IV1 to IV28, IV30 to IV32, IV36, IV40 to IV49, IV51 to IV56, IV63, HS1 to HS9, KA27, KA28, KW1 to KW3, KW5 to KW17, PA20 to PA38, PA41 to PA49, PA60 to PA78, PH1, PH5 to PH10, PH15 to PH26, PH30 to PH44, PH49, PH50, ZE1 to ZE3

Western Isles, Orkney & Shetland, Scilly Isles, Isle of Man, European & Overseas delivery
Please note there is no next day service available for these locations and the guide delivery timescales are 3 – 6 working days.

Customs duties

We do not include customs duties in our hamper costs. As we only have delivery costs for Mainland UK, we ask that you contact us prior to purchase so we can source the best

overseas option for delivery and custom charges and can advise on the hamper contents acceptable for your desired destination.

Customs authorities may request personal information from the recipient of the hamper if they choose to inspect your parcel and failure to provide this information to Customs will result in the parcel being returned to The Suffolk Hamper Company. In this instance we are unable to refund the cost of postage and packaging. Please note that for all orders being delivered outside the EU you or the recipient are considered to be the importer and must comply with all laws and regulations of the country in which the items are to be delivered.

Please note that cross-border deliveries may be subject to opening and inspection by customs authorities. Where your goods have been selected for inspection by Customs & Excise, we cannot guarantee that your goods will arrive in the same condition as they were when dispatched.

BFPO deliveries

We can deliver to BFPO addresses, however, please note some destinations have a 2Kg limit, therefore please contact us for information on suitable hampers. Delivery to BFPO addresses can incur delays by the armed forces prioritising essential supplies beyond our control.

Once your hamper has been delivered by us to the BFPO central clearing office you will receive an email confirming that your order is on its way. Unfortunately, after this point there is no further tracking available, and we are unable to confirm receipt of your item. Delivery to H.M. military bases in the UK and overseas is made via BFPO central clearing and we have no control over the delivery time and therefore we cannot be held liable for any loss caused by late or delayed delivery by the BFPO. However, as a guide delivery to all BFPO Static Locations takes between 4 to 8 working days.

We will ensure your hamper is delivered swiftly to the BFPO central clearing however we cannot guarantee delivery times or the consequent expiry of food or drink items due to a delayed delivery and we cannot be held liable for any loss caused by late or delayed delivery.

We are not liable for any damage to your hamper or its content or losses arising as a result of such damage once the hamper has been collected from us. We will not be held liable for any loss caused to you by late delivery or damage to the products. In the event your hamper does not arrive when expected or if it has arrived damaged, please contact us as soon as possible and we will investigate with the BFPO. It is also worth noting that before ordering you should consider the suitability of items that you choose to send to BFPO addresses for example chocolate to hot destinations or alcohol to countries where it is prohibited.

PO Box Deliveries

We are unable to deliver to PO boxes.

Weekend and Bank Holidays

Our standard delivery and next day delivery services do not include delivery on Saturdays, Sundays, or bank holidays. If you require Saturday delivery to a mainland UK address, please contact us via email at info@thesuffolkhampercompany.com or phone on **+44 (0)1284 277210**.

Tracking and signature

All of our hampers are delivered by reputable service and require a signature upon delivery. **(Please note this does not include deliveries to BFPO addresses or those items that are locally hand delivered)**. If the recipient is not there to receive their parcel the carrier will leave a card with contact details so that redelivery or collection can be arranged. If the courier does not receive a response to the card, they will return the hamper to us after 4 – 5 working days.

The courier is only responsible for delivering to the address that you have provided (or an immediate neighbour if nobody is at home). Where the courier has delivered the parcel to the address you provided, we cannot accept responsibility if the intended recipient has moved or lives elsewhere and the actual receiver refuses or fails to return the hamper.

Redirection of goods

Additional charges will be made for the redirection or redelivery of goods due to an address or postcode error.

Cancellation and returns

Orders can be cancelled up to 3 days before the day of despatch, when a full refund will be credited within 7 days. For online purchases, the customer has the right to cancel an order up to fourteen days after receipt of goods. Where this right is exercised you will be refunded the full amount minus any perishable goods which cannot be resold and any items which have been consumed or damaged as well as carriage charges incurred. All goods must be returned in good condition. We aim to provide the refund within seven days on receipt of returned goods, less any charges as stated above once the hamper has been returned. Notification of cancellation must be in writing - letter or email. Please see details below. Cost of return to be paid by the customer. Unfortunately, we are unable to accept any liability for any damages caused during transit with our chosen third party. However, we will try our best to rectify any issues where possible.

The Suffolk Hamper Company
Ivy Farm, Chapel Road, Cockfield, Suffolk, IP30 0HE
Tel: +44 (0) 1284 844059

E-mail: info@thesuffolkhampercompany.com

Returns policy exceptions

We regret that you may not cancel or return;

Fresh food gifts or hampers (which include cheese, meat, or fish)

Bespoke hampers

Orders to BFPO addresses cannot be cancelled once payment has been confirmed

Damaged or defective hampers

If you or your recipient has received a damaged or defective hamper or if we have made a mistake with your order the following terms apply;

You notify us within 48 hours of receipt via phone on **+44 (0)1284 277210** or via email on **info@thesuffolkhampercompany.com**

When breakages occur during delivery, we require photographic evidence from you to demonstrate the product is broken. If we are satisfied the product was broken during transit, we will refund the price of the product in full.

If required, we will refund the cost of the hamper or damaged items in full or we will replace the hamper or damaged items. If the same hamper or items are not available, we will replace with a hamper or items of equal or higher value. You will not be charged for the collection of your faulty or damaged item nor for the delivery of a replacement hamper.

We will arrange collection of your damaged/faulty hamper at our cost through our own couriers. Please note that we are unable to reimburse the cost of returning an item to us under any circumstances if you arrange and pay for the items' return.

If you arrange for us to collect an item from you or your recipient which, after being evaluated by us, is not considered to be damaged or defective we will deduct the cost of collection from your refund/replacement.

The above cost of collecting and returning an item will be equal to its original, published delivery cost, including any applicable 'out of area' surcharges. This will exclude any special offers or discounts which have been applied to the delivery charge at the time of purchase.

Damaged or defective hampers returns/refunds exceptions

On all deliveries sent to countries outside the EU we cannot provide a refund or provide a replacement product where damage or loss of items has been caused to the hamper by customs authorities or their agents.

Delays in delivery

We are not responsible for late delivery of any hampers or gift due to;

Incomplete or incorrect delivery addresses

Adverse weather conditions

Any other causes beyond our reasonable control such as delays in customs or to BFPO.

Food and drink shelf life

In respect of all food and drink items (excluding meat, bakery products and chilled food) we guarantee a minimum shelf life of 28 days from the delivery date you request for the earliest dated product within the hamper unless the hamper is being sold on a specific promotion which compensates for the shorter shelf life.

Allergens

Some of the products within our hampers contain allergens such as nuts, egg, milk, and gluten. The majority of information is provided on the nutrition information label on each item however please contact us directly if you require further information.

Gluten Free Hampers

Our Gluten Free hampers contain products that are either naturally gluten free or have been specially made for a gluten free diet or have been certified as gluten free by the manufacturer. Please ensure the recipient of the hamper reads the nutrition information of each item prior to consuming and if you or the recipient of the hamper is in doubt over the gluten free status of any of the products, please either contact us or the manufacturer directly. The Suffolk Hamper Company accepts no responsibility for any illness caused from consuming gluten contaminated products.

Diabetic Hampers

Our diabetic hampers contain products that are low in sugar however they should only be consumed in moderation and as part of the consumer's normal diet. The Suffolk Hamper Company accepts no responsibility for any illness caused by consuming the products within our diabetic hamper range.

Alcohol

Some of our hampers contain alcohol, therefore the minimum age you must be to order our hamper's containing alcohol is 18 years of age. It is an offence to purchase or attempt to purchase alcoholic liquor under the Licensing Act 2003 if you are under the age of 18. By placing an order for any hamper containing alcohol the purchaser shall be deemed to have confirmed they and the recipient are at least 18 years old. We ask you at ordering to confirm this with a mandatory declaration.

Product listings and item substitution

We aim to keep our website as up to date as possible, but we reserve the right to amend descriptions, contents, prices, delivery methods and available products at any time.

All of our hampers are fully itemised and fairly described however, in the event of supply complications we reserve the right to substitute any items with replacements of equal or

higher value that may or may not be listed in the contents section of the product descriptions.

All photographic props such as glasses, plates and other crockery, cutlery and utensils are not included unless otherwise itemised in the hamper description.

VAT & Duty

All prices include VAT at variable rates and duty charged at the rates prevailing. We reserve the right to amend prices according to legislative change. Not every item in a hamper is liable for VAT and therefore hampers may not incur standard VAT at the prevailing rate. Hampers usually have variable VAT rates because they include some food items which are zero rated. Please contact us if you would like a breakdown of the VAT.

Promotional Vouchers

We are pleased to provide a number of promotions throughout the year for which you may receive a voucher code. Only one voucher code can be redeemed against a single order, and we are unable to retrospectively apply voucher codes to previous orders.

Copyright

All text, copy, graphics, logos, trading names, photographs and images presented on this website are the wholly owned property of The Suffolk Hamper Company or their suppliers.

Product complaints

In the unfortunate event you are not happy with one of our products please submit your complaint in writing to us at info@thesuffolkhampercompany.com or call us on **+44 (0)1284 277210**. We will respond to you within three working days. We are not liable for third party product issues that are deemed to be beyond our control.

Delivery complaints

If you have a complaint about delivery please submit your complaint via email to info@thesuffolkhampercompany.com or call us on **+44 (0)1284 277210** and we will acknowledge your complaint within 3 working day of receipt. We will then endeavour to resolve any delivery issues as quickly as possible. We aim to have resolved all issues within seven working days to the satisfaction of our customers.

Law

These terms and conditions do not affect your Statutory Rights. These terms and conditions shall be governed by and construed in accordance with the laws of England, and you irrevocably submit to the exclusive jurisdiction of the courts of England.

Company information

Our trading address is Ivy Farm, Chapel Road, Cockfield, Suffolk, IP30 0HE, England. Our telephone number is **+44 (0)1284 277210** and our email is info@thesuffolkhampercompany.com