



Delivery

Deliveries are made during working hours weekdays 9-6pm. Gifts containing fresh foods i.e. cheese, or smoked fish cannot be dispatched on a Friday or the day before a Public Holiday so, if ordered after 2pm the day prior (usually Thursday), they will be delivered on Tuesday. For the same reason, fresh food gifts cannot be shipped to postcodes in the UK where our couriers do not offer express 24-hour delivery.

Tracking your delivery

You will receive an email with a courier tracking reference and links to the courier's website for you to follow the progress of your delivery. We also provide your name and phone number on the gift card so that your recipient can call and thank you when they receive the gift.

To track a Parcelforce order (where the tracking number you have been given starts with two letters) <https://www.parcelforce.com/track-trace> will take you to their tracking page.

To track a FedEx order (where the tracking number you have been given starts with a number) <https://www.fedexuk.net/accounts/track.aspx> will take you to their tracking page.

If the recipient is out when the courier attempts delivery, then the courier posts a card advising the recipient that they have attempted delivery and inviting them to telephone our courier to arrange either:

- A collection from the nearest depot, which is available the working day after the card was left.
- Re-delivery to the original address during normal working hours. They can also advise a safe place for it to be left such as with a neighbour or in a porch or shed etc.

We also try to keep an eye on our deliveries (when our workload allows) and contact you if we can see it has not been successfully received.

If delivery is not successfully completed after 5 days, the parcel will be automatically returned to Hay Hampers. A charge of £13.90 including VAT is made for re-delivery to the original or alternative address. A charge will also be made for any items which become unsuitable for sale and need replacing (perishable and chilled items like smoked fish, hams and cheeses which have a short shelf life).

THE IMPORTANT BIT...In all instances, we are only as good as the information you provide!

Please ensure the recipient address is up to date, accurate (especially the postcode) and has all the required information such as flat number etc. Please include the recipient phone number to receive SMS updates from the courier. We deliver during working hours and the delivery driver requires a signature, so it may be worth considering sending to their work address? If you think the location is hard to find, it might be worth calling us and passing on any specific delivery instructions. If the delivery is unsuccessful due to inaccurate information, there will be a cost to you of any un-resaleable items (due to excessive time out of refrigeration) and for redelivery.

We are sorry we cannot deliver to any patients in hospitals.