HUX HAMPERS

Delivery & Shipping Policy

We want your hamper to arrive safely and beautifully presented. Here is everything you need to know about how and when we deliver.

Where do you deliver?

We deliver within the UK, using Royal Mail, DPD and Evri where their relevant services are available and suitable for the hamper contents. Some destinations have separate delivery charges and longer estimated delivery times. Available options and their prices are shown before payment.

How much is delivery?

Service	Delivery time / day	Price
Standard delivery	2–3 working days	£5.95
Ambient hampers £90 and over	Standard delivery: 2–3 working days	FREE (eligible standard delivery postcodes)
Named-day delivery	Preferred date selected at checkout	£7.95
Next-day delivery	Next eligible working day	£9.95
Saturday delivery	Saturday where available	£12.95
Northern Ireland	2–4 working days; Tue–Fri only	£19.95
Scottish Highlands	2–4 working days; Tue–Fri only	£18.95
Scottish Islands	2–4 working days; Tue–Fri only	£25.95
Isle of Wight	2–4 working days; Tue–Fri only	£35.95

Standard delivery costs £5.95 for eligible ambient hampers below £90. Ambient hampers priced at £90 or more qualify for free standard delivery to eligible standard delivery postcodes. Chilled hampers are dispatched using a suitable next-day courier service. Remote-area charges are listed separately.

Which days do you deliver?

Standard hampers can be delivered Monday to Saturday. Hampers containing chilled, perishable foods can only be delivered Tuesday to Saturday inclusive, using a suitable next-day courier service. For Northern Ireland, the Scottish Highlands and Islands and the Isle of Wight, delivery is Tuesday to Friday only.

Can I choose a delivery date?

Yes. You can choose a specific preferred delivery date from the dates available at checkout. However, this is not a guaranteed delivery service. Couriers can occasionally experience delays due

to weather, transport disruption or other circumstances outside our control. If there is a significant delay, please contact us and we will help resolve it.

When is the cut-off time for next-day delivery?

Orders for next-day delivery must be placed before 12 noon, Monday to Friday, on an eligible dispatch day. Orders received on Sunday cannot be dispatched until Monday, so Tuesday is the earliest possible arrival. Next-day availability depends on the hamper contents, postcode and courier service and is not guaranteed.

What about chilled hampers?

Fresh cheese and other chilled, perishable products are dispatched using appropriate insulated packaging and a suitable next-day courier service. The recipient must be available to receive the hamper and must refrigerate chilled foods promptly, following the supplied storage instructions. Please contact us immediately if chilled products are delayed or arrive unsafe or spoiled. We will investigate and offer a replacement, refund or other lawful remedy consistent with our Returns & Refunds Policy.

What if my hamper contains alcohol?

At checkout, the purchaser must tick a required box confirming that both the purchaser and intended recipient are aged 18 or over. Alcohol-containing hampers are dispatched only through suitable courier services verified to accept the relevant products and provide appropriate age-verification arrangements. The recipient may need to show suitable photographic ID. Delivery can be refused if verification cannot be completed.

What if a delivery fails or arrives damaged?

Please check the recipient address carefully and tell us quickly about any mistake. redelivery or replacement charges will apply where a failed delivery results from inaccurate details, recipient unavailability or an incomplete age check. If anything arrives damaged or incomplete, please email us within 24 hours with your order number and photographs of the items and packaging.

Corporate orders and Christmas delivery

Corporate, bespoke and multiple-address delivery is quoted separately where appropriate. Our Terms of Sale govern payment arrangements, including full advance payment for corporate orders. We will publish Christmas dispatch deadlines and any seasonal restrictions when confirmed.

Contact us

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