

Lewis and Cooper Hampers- Terms and Conditions

Farmway Online are using the following Terms and Conditions outlined by Lewis and Cooper for the sale of the food hampers.

Returns Policy

It is the policy of Lewis & Cooper to ensure that all our goods are supplied to our customers in perfect condition and that every possible precaution is taken to protect the integrity of the product that is sold. To this end, we do not exchange food, beverage or any other item that has come into contact with the person. This policy does not affect your statutory rights.

Substitutions

Every effort will be made to supply the items as specified. However, the contents of the Hampers are subject to demand, availability and ruling prices. Lewis & Cooper reserve the right to substitute items of a similar value, should the need arise. You are within your rights to decline any such substitute items. In this event you must notify us within 7 days of receipt of the goods and we will make arrangements to collect them from your address. You will receive a refund of the value of any such goods returned to us unopened within 30 days of our receipt of the goods.

The hampers and gift boxes pictured contain only the items listed.

Delivery Service

Next day delivery to most UK mainland destinations is included in the hamper price if you order before 12.00 noon (GMT) Monday to Thursday, unless otherwise stated. Saturday deliveries carry an additional charge and are only available in all areas.

The United Kingdom includes the UK mainland, Northern Ireland, and all of the Islands including The Channel Islands and Isle of Man & Isles of Scilly. However, outside of the UK mainland and for some destinations within UK mainland our couriers apply additional, variable charges which will be automatically added to your delivery price at checkout.

Courier deliveries are made up to 6:30pm - the courier is not able to specify delivery times.

Please Note: deliveries over the Christmas period are subject to different conditions

Delivery Address Information

Please note that after dispatch, any changes to the hamper delivery address will incur additional charges.

We will deliver to the address as you enter it and cannot accept any liability for late or failed delivery if the quoted address is incorrect or incomplete. If you are not sure of the address we would recommend you check before proceeding with your order.

We regret that we are not able to accept orders to an address containing a PO Box number.

Claims

Claims for damage or loss in transit will be met provided the goods are signed for on receipt as either 'damaged' or 'unexamined' and we are informed at once and confirmed in writing within 3 days of delivery. Damaged goods must be retained for inspection and Lewis & Cooper may wish to make arrangements for return of the goods to us at our expense. Returned goods should be clearly marked with the senders name and address. Our liability is limited to the selling price of the goods in all cases.

Alcohol

It is illegal to sell alcohol to persons under the age of 18. It is also an offence for persons under 18 to buy, or attempt to buy alcohol. No person under the age of 18 may place an order with Lewis & Cooper Ltd if the goods contain alcohol.