

Terms and Conditions

- We reserve the right to make changes to our website, products or packaging. Where deemed appropriate the customer will be informed
- If for any reason we are unable to fulfil an order we will contact you asap to offer an alternative or a refund.
- Hampers will be individually packed into the most appropriate hamper box dependent on the choices made. When ordered for collection they will be packaged in the hamper trays and wrapped in cellophane. Orders for delivery will be carefully wrapped and packaged into sturdier postal boxes.
- **Allergens** All edible items have the allergens listed on the packaging. If you need information before ordering, please email Kelly at info@porteur.co.uk
- **Delivery** As we use external delivery couriers we are unable to give an exact delivery date but aim to deliver within 5-6 working days of receiving your order. We will contact you asap if there is any delay.
- Some items are available for Christmas delivery only due to perishability. We aim for Christmas delivery to arrive 15th- 23rd December.
- Orders for collection are to be collected from our Hove Café. 210 Church Road, Hove, BN3 2DJ. Orders will be ready to collect within 5-6 working days. You will be contacted when ready for collection.
- Delivery charges will be automatically calculated on order and are based on the weight of your order. As a guide 0-2kg =£4.75 2-5kg = £6.50 over 5kg = £7.50
- Deliveries will be tracked and require a signature on receipt.
- **Returns** We will do our best to ensure all goods arrive in prime condition but we understand that occasionally things may go wrong. If an item arrives damaged, we are sorry. Please email us a photo of the damaged item on arrival to Kelly at info@porteur.co.uk and we will contact you to arrange a replacement or a refund.
- For non-food items, please notify us within 14 days if you wish to return an item. The customer is responsible for ensuring the item is returned to us in an unused and undamaged condition.
- We are unable to accept returns on food items unless they arrive damaged or spoilt.
- Returned items will be refunded within 14 days of us receiving the goods in an unused and undamaged condition.
- Delivery costs will not be refunded unless returns are due to fault by us.