



the Seafood Ristorante

## FAQS - Christmas Hamper

### **What time is collection?**

All collections are strictly between 12:30 - 2pm on Sunday December 22nd

### **What time will I receive my delivery on the day?**

DPD will message you with a specific time slot on the day.

### **Why can't you deliver to my postcode?**

We deliver nationwide with our delivery partner DPD UK. Unfortunately with some shipping boundaries to mainly island areas our product will not keep to the correct standard.

### **Can I use a gift voucher towards the order?**

Unfortunately not as the hampers are set up on a different system to our main restaurant vouchers.

### **Can I purchase this as a gift for a friend?**

You can indeed, however you must have the correct details of the recipient for the hamper to be sent too. If you email us directly we will be able to arrange a special message inside the hamper.

### **How are the items packaged?**

Orders will be packed in an insulated box with several ice packs to maintain a cool temperature. Most individual items will be vac packed to maintain freshness with labels on each. Other items are packaged within specific packaging accordingly. Please when your order arrives store it in your refrigerator.

### **Can I place an order without a hamper?**

No

### **How long will the delivery last if it's refrigerated?**

We recommend enjoying the hamper within 48 hours of arrival to you. Each item has a use by date, so please ensure you follow these dates. To maximise flavour we would say enjoy December 23rd, 24th or 25th.

### **I have dietary requirements – how do I make you aware of these?**

Unfortunately with limited products on this hamper we cannot cater to any specific allergen or dietary requirements.

**How much cooking / preparation work is required?**

Not much, we have kept the hamper as simple as possible, some oven work is all that is needed and a sauce in a pan.

**Can I freeze any of the food?**

No, we would not recommend.

**I would like to cancel my order for this weekend?**

Orders can only be cancelled / amended within 24 hours of placing an order.

**I have a problem with my order, can you help?**

If you have any problems when placing an order, after placing an order or once you have received your food please get in touch with our team so we can help with a quick resolution; [dine@theSeafoodRistorante.com](mailto:dine@theSeafoodRistorante.com)

**I have further questions, where do I send them to?**

Please contact [dine@theseafoodristorante.com](mailto:dine@theseafoodristorante.com) for any further information and we would be happy to help.