



Helpline 0845 259 1358
Voicemail 0800 471 5001
Website www.fameo.co.uk
E-mail info@fameo.co.uk

Specific delivery date requirements

What you need to know about estimated delivery dates

We do our best to accurately estimate when your order will be despatched, however our estimated despatch dates are based on several factors, including your destination address, product status and it's availability. We calculate the delivery estimates by taking our estimated delivery dates and adding the time it takes a package to travel from our London office to your destination address in the UK. Time and schedules are always measured in working days, where our working days are between Monday to Friday and do not include Saturdays, Sundays or Public holidays.

Generally all orders can be despatched on the next working day or scheduled for despatch for the date specified by you during the order checkout. Our cut off time is 2pm (GMT) for next working day deliveries and we are only able to despatch during the working day. Also note, that our working day does not include Saturday, Sunday and Public Holidays, but we will make every endeavour to ensure that your order is delivered on time. However, we accept no responsibility for late or failed delivery when this is outside of our control (e.g., due to a local postal strike). Your order may also be delayed if:

- Any unforeseen stock shortages occur. You will be notified by email or phone if this is the case;
- If we cannot get immediate security clearance for payment of your order. We place the security of our customer's paramount, therefore these checks are essential to combat fraudulent use of payment and address details.

If you place your order before 10am (GMT), we will guarantee the same day dispatch and next day delivery, excluding Saturday, Sunday and Public Holidays.

Requesting delivery for a specific time

We are unable to guarantee delivery at a specific time, but we are normally able to deliver before certain times during the working day.

Special Delivery 9.00am guarantees delivery by 9.00am to 99% of the country. This includes Northern Ireland and Jersey. This delivery guarantee does not cover certain places, such as the Isle of Wight, Isle of Man and some remote parts of Scotland. Please refer to the [Delivery restrictions](#) which detail the postcodes where we cannot confirm your order will arrive by 9.00am.

If your address is restricted for Special Delivery 9.00am service, we will use Special Delivery Next Day, which guarantees delivery by 1.00pm. This includes Northern Ireland, Jersey and Guernsey. Some places take longer to deliver, but we still can guarantee that can get your order delivery by 5.30pm. Please refer to the [Delivery restrictions](#) which detail the postcodes where we cannot confirm your order will arrive by 1.00pm.

See Fameo Ltd, , <http://www.fameo.co.uk/viewpage.html?id=KBH-080> (Description may include but is not limited to: an abstract, a table of contents, a graphical representation, or a free-text account of the resource.) (as of).



Helpline 0845 259 1358
Voicemail 0800 471 5001
Website www.fameo.co.uk
E-mail info@fameo.co.uk

Requesting delivery for a specific date

We can guarantee delivery on and by a specific date during the working day. You can schedule your delivery date during the order checkout for the maximum of 30 days ahead from the date of your purchase.

- If you prefer your order delivered ON a specific date, when ordering, please select the delivery date with the word "ON" preceding it. For example: On Friday, 13th;
- If you prefer your order delivered BY a specific date, and if the following option is available, please select the delivery date with the word "BY" preceding it. For example: By Friday, 13th.

Requesting a delivery for a calendar date

We can guarantee delivery ON and BY certain calendar dates and you can schedule your delivery calendar date during the order checkout. There are many special dates in the UK calendar, but we can serve only some of the dates, which we outline below.

14th February, Valentine's Day

The last order date: 10th February

(26th March) Mothering Sunday

The last order date: 21st March. Delivery is not possible on Sunday.

(16th April) Easter

The last order date: 12th April. Delivery is not possible on Sunday.

(18th June) Father's Day

The last order date: 15th June. Delivery is not possible on Sunday.

(31st October) Halloween

The last order date: 28th October.

(25th December) Christmas Day

The last order date: 20th December.

(26th December) Boxing Day

The last order date: 20th December.

Generally, if you place your order before 10am (GMT), we will guarantee the same day despatch and next day delivery, excluding Saturday, Sunday and Public Holidays. The last date for which we can accept orders for the calendar dates is four (4) working days before the date of the peak period. Orders received after these cut off dates may not be delivered before Christmas, Valentine's Day, Easter or Mother's Day respectively.

See Fameo Ltd, , <http://www.fameo.co.uk/viewpage.html?id=KBH-080> (Description may include but is not limited to: an abstract, a table of contents, a graphical representation, or a free-text account of the resource.) (as of).