

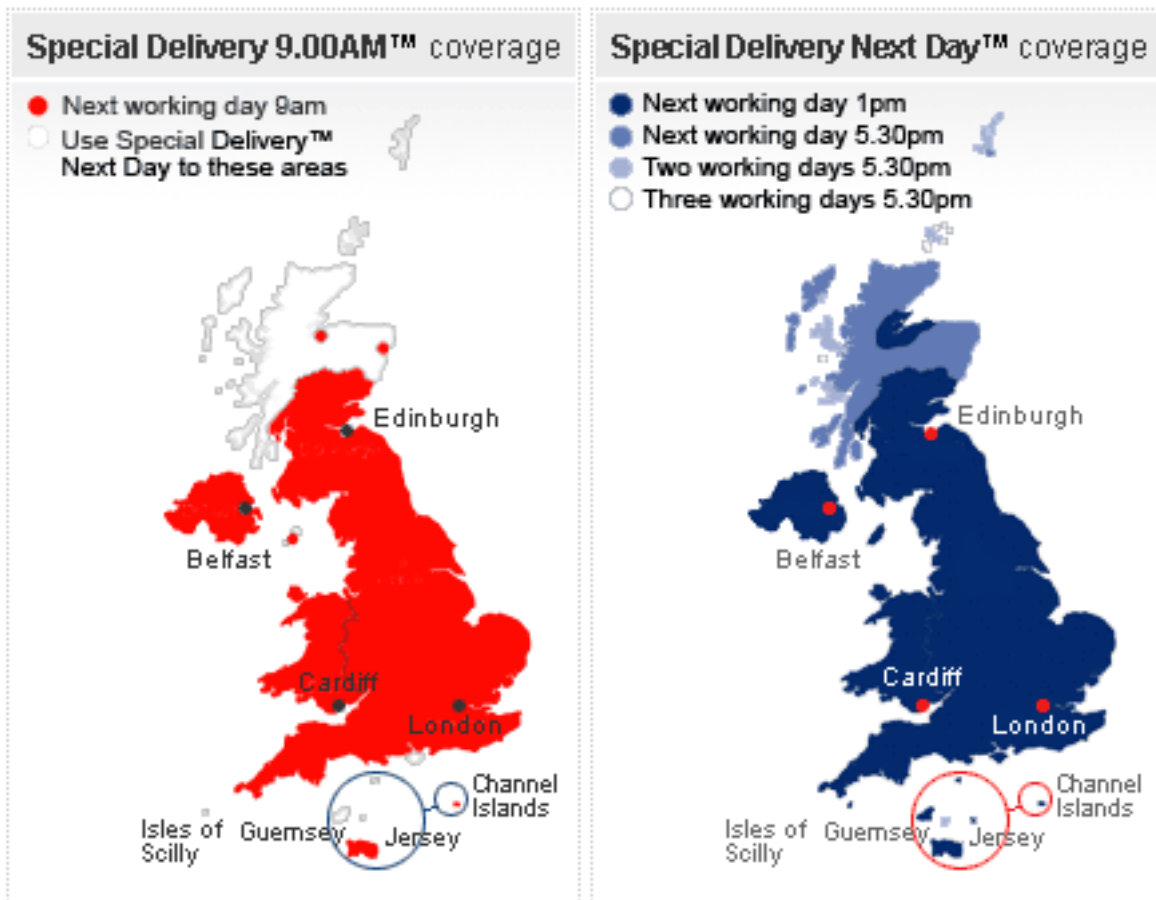
Free UK mainland delivery

What you need to know about delivery rates

We are offering free delivery on all orders despatched to mainland addresses in England, Wales and Scotland as well as to UK Highlands, Jersey, Guernsey, Isle of Man and Scottish Isles. When you place an order, we will estimate despatch and [delivery dates](#) based on the availability of the products you have ordered and the address you provided for the delivery and will clearly display it in the order confirmation page. Our current delivery options are:

- FREE Special Delivery 9.00am by Royal Mail to mainland addresses in England, Wales and Scotland;
- FREE Special Delivery Next Day by Royal Mail to UK Highlands, Jersey, Guernsey, Isle of Man and Scottish Isles;
- £25.00 fixed charge by various carriers to any BFPO address.

To see what particular delivery service is available for your area, please check the coverage maps below:





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

Orders for products with 24-hours availabilities placed between Monday to Friday and before 10.00am (GMT) would be delivered on the next working day before 9.00am (GMT). If the address provided is a work address, please indicate the times the recipient will be available at that address. Orders received over the weekend or during bank holidays will be dispatched on the first working day.

Remember to check product availabilities carefully if you order more than one product, as you won't receive anything until all the products are available. In the case of pre-order or long availability, we recommend that you place separate orders to take full advantage of our free delivery offer without any delays.

Finally, please note that orders will only be dispatched once they have passed our security checks. As a result, some orders may experience minor delays and we reserve the right not to deliver the order if we believe the address is not secure, for example, to a communal postal address, PO Box or certain business addresses and hotels. In that case we will contact you within 24 hours to discuss an alternative delivery location.

UK mainland delivery information

Free Special Delivery 9.00am offer only applies to delivery to the cardholder address (billing address), which also must be a mainland address in England, Wales and Scotland, because delivery to any other address may be delayed due to the extra security checks we need to take. We apologise for any inconvenience caused but these procedures are in place to protect genuine cardholders. To receive our free Special Delivery 9.00am service offer:

- Make sure that all products in your order have "In stock" status and 24-hour availability;
- Payment using debit or credit card;
- The shipping address is the same as the card holder address (billing address);
- The landline phone number is registered to the shipping address;
- The shipping address within the Special Delivery 9.00am area of coverage.

Please note that a signature will be required at the time of delivery. We also reserve the right to restrict this service at any time and to alter or amend [delivery times](#) in exceptional circumstances.

UK offshore and remote locations delivery information

Free Special Delivery Next Day applies to the UK Highlands, Jersey, Guernsey, Isle of Man and Scottish Isles addresses and all postcodes not covered by Special Delivery 9.00am service. Generally, we will dispatch your order via Special Delivery Next Day if:

- The products you ordered have different availabilities;
- Payment using cheque, bank transfer or postal order;
- The shipping address is different from the card holder address (billing address);
- Scheduled delivery for a specific or calendar date;

See Fameo Ltd, , <http://www.fameo.co.uk/viewpage.html?id=KBH-081> (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).



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- The shipping address is out of the Special Delivery 9.00am area of coverage.

Please note that a signature will be required at the time of delivery. In some instances we also need to make additional security checks in order to ensure that your address is valid and secure. This may require you providing proof of address.

BFPO delivery information

We are able to deliver to British Forces Post Office (BFPO) addresses, however, please note that the facilities at the BFPO are restricted to Service personnel, entitled civilians and their dependents serving in the HQ, its outstations and the local British Embassy.

BFPO orders carry a fixed delivery charge of £25.00. This is the cost that Fameo pays for the insured delivery to BFPO addresses. This charge is made up of the carrier charge that we pay to deliver the parcel to the Mill Hill headquarters. Fameo is then also charged by the BFPO at Mill Hill, to forward on the parcel to its final address. This is why the delivery charge is different and that free delivery is not available.

BFPO addresses must be entered into the fields in our online order form in a specific format, as shown below, ensuring that the BFPO number is entered into the postcode field:

- Full name: Service Number, Rank, Name;
- Address line 1: Company;
- Address line 2: leave field blank;
- Town/City: Regiment;
- County: leave field blank;
- Postcode: BFPO ### (i.e.: BFPO 123).

To find out a list of British Forces Postal addresses please visit their website at www.bfpo.org.uk.

Delivery tracking, security and proof of delivery

After we despatch your order, we will send you an email confirmation with the 13-digit reference number, which will also be available through [your online account](#). You can use this reference number to check (track) the status of your delivery. To track your shipment, please go to [Track & Trace](#) service page at the Royal Mail website.

In order to provide [insurance during transit](#) of your order we need Electronic Proof of Delivery. Therefore your signature is required on any delivery. If you are not in when your order arrives the postman will leave a note for you and take the package to your local sorting office. The note will contain instructions on how to either collect the parcel or to arrange a more convenient delivery time. If an attempted delivery fails (such as the wrong address specified on the order), we reserve the right to charge re-deliver fees or to deduct the shipping costs courier return fee from any refund if the order is subsequently cancelled.

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Undeliverable packages

Every once in a while, we will have a package returned to us because the couriers were unable to deliver it to you. Our courier may deem a package undeliverable for one of the following reasons:

An incorrect address

If the address is incorrect or outdated, the package is typically returned to us by the carrier or the unintended recipient. If a BFPO address is entered as an international address, the package will not reach its destination.

Failed delivery attempts

Our packages will always require a signature and if no one is present to accept the delivery after three attempts, the package will be returned to us.

Refused by the recipient

If a gift recipient is not expecting a gift, they may refuse the package if they believe it was sent to them in error.

When this happens, we will attempt to contact you to establish if you would like your order re-delivered or a full refund. If we cannot contact you within ten days of receiving your package back into our office, we will issue a full refund.

If you would still like to purchase products that were undeliverable, you are welcome to place a new order on our website. If you suspect your order cannot be delivered as addressed and you have not received confirmation of its return or refund after 4 weeks from the estimated delivery date, please [contact us](#). If you have decided that you do not want the products after they have been shipped, but before it arrives, please do not refuse the postal delivery.