

HAMPERSHIRE
17 Duke Street, NN8 2HL
Email: hello@hampershire.co.uk
Website: <https://hampershire.co.uk/>

Terms & Conditions

Last updated: 05 December 2025

1. About Us

This website is operated by Hampershire, located at the address above. By accessing and using this website, you agree to be bound by these Terms & Conditions.

2. Use of Our Website

You must not misuse this website, attempt to hack it, copy content without permission, or use our products for resale unless authorised.

3. Products & Descriptions

We make reasonable efforts to describe products accurately. Contents, packaging, and product availability may vary due to stock. Food items and decor may be substituted for equal or higher-value alternatives. All images are for illustration only.

4. Food Information & Allergens

Ingredients and allergen information for all food items are provided online and on product packaging. Customers must read packaging labels before consumption. We cannot guarantee that products will be free from traces of allergens.

5. Prices & Payment

All prices are shown in GBP and include VAT (where applicable). Delivery costs will be displayed before placing your order. Payment must be made at checkout.

6. Delivery

Delivery times are estimates and may vary. We are not responsible for delays beyond our control (e.g., courier delays, adverse weather).

7. Returns, Refunds & Cancellations

For refunds on food or personalised items, see our Returns & Refunds Policy. You have a legal right to cancel within 14 days for eligible non-customised, non-perishable items.

8. Liability

We are not liable for allergies if label information is not read by the customer. We are not liable for misuse of decorative items not intended as toys or food-contact items. Our liability is limited to the cost of the product purchased.

9. Governing Law

These terms are governed by the laws of England and Wales.

Returns & Refunds Policy

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Non-Returnable Items

- Perishable or food products once dispatched.
- Opened or damaged packaging.

- Personalised or customised gift hampers.

Returnable Items

Non-food, unopened, unused items can be returned within 14 days of delivery in original condition.

Damaged or Faulty Items

Contact us within 48 hours with photos for a replacement or refund.

Substitutions

Equivalent substitutions may be made due to stock. Refunds do not apply to substitutions within the same product category and equal or higher value.

Refund Process

Refunds are made to the original payment method within 7-14 working days after approval.

How to Request a Return

Email: hello@hampershire.co.uk with order number, reason, and photos if applicable.

Privacy Policy

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Personal Data We Collect

- Name, address, email, phone number
- Order history and payment info
- Device/IP data for analytics
- Marketing preferences

How We Use Your Data

- Process and deliver orders
- Provide customer support
- Improve website functionality
- Send marketing (with consent)

Sharing Your Data

Only with payment providers, delivery partners, or analytics/marketing service providers. We never sell your data.

Your Rights

- Access, correction, deletion of data
- Withdraw marketing consent
- Object to processing

Contact: hello@hampershire.co.uk

Cookies

Used for functionality, analytics, and shopping cart. Consent is requested where required.

Cookie Notice

We use cookies to improve your browsing experience and provide website functionality, such as shopping basket features. You can accept or decline non-essential cookies. See Privacy Policy for details.

Mixed-Hamper Disclaimer

Food and allergen information must be checked on product packaging before consumption.
Decorative items are not toys. Colours, designs, and flavours may vary. Substitutions of similar or higher-value products may occur.

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