

CHRISTMAS 25 Delivery Guide



WHAT TO EXPECT ON DELIVERY DAY

Your order will be delivered by DPD on your selected delivery date. You will be sent an estimated hourly delivery slot on the morning of delivery. We are delivering between 8am and 8pm, but if we are informed of any delays we will keep you updated.

Large orders may arrive in multiple boxes, delivered in different vans at different times during the day. If you receive more than one consignment number, please check both when tracking your delivery.

You cannot track the status of your delivery on the website. You can track your delivery progress and make changes to your safe place here: <https://track.dpd.co.uk/>. You will only be able to track your order when it has been sent out for delivery.

Please do not amend the delivery date using DPD's in-flight options. Our product is delivered fresh and this means it will go to waste.



THINGS TO NOTE BEFORE YOUR DELIVERY

Check all delivery information is correct on your email order confirmation.

Check your safe place if delivery has been confirmed by your courier but you don't have your order.

We are not taking any cancellations after our order deadline. This helps our independent farmers and fishermen to plan for one of their busiest times of year.

IF YOU'RE NOT HOME TO RECEIVE YOUR DELIVERY

If you are not home, we'll leave your order in the safe place you noted when placing your order. If your safe place needs updating, please get in touch with our Customer Service team and we'll be happy to help.

Our packaging is designed to keep your meat chilled for up to 24 hours. Don't worry if your ice packs have melted, this is perfectly normal and the meat will stay chilled.

The box and packaging are easily recyclable, and you can refreeze the ice packs.

NEED SOME HELP WITH YOUR DELIVERY?

We have a dedicated Customer Experience team, led by Stacey, who will be on hand to help if you have any queries about your delivery.

You can contact us at hello@fieldandflower.co.uk, or by calling 0203 735 8005.

We recommend checking your emails for any updates (including your junk folder) before contacting us. If the office is closed, please send us an email including your delivery postcode, and we'll respond to your message when we return.

Christmas is our busiest time of year and we thank you for your patience. We will respond to all enquiries as soon as possible.

OPENING HOURS OVER THE FESTIVE PERIOD

Friday 19th December

9AM - 7.30PM

Saturday 20th - Sunday 21st

9AM - 5.30PM

Monday 22nd - Tuesday 23rd

9AM - 7.30PM

Wednesday 24th

9AM - 2PM