

# VIVO FAQs

## At what times do we deliver?

We are open 7 days a week, 9am–9pm Monday–Saturday and 11am–9pm Sunday, during which time we would be happy to deliver to you. If you require catering outside these hours, please do not hesitate to contact us and we will do our best to meet your requirements!

## When can I place my order?

You are able to place your order as far in advance as you like. You are able to select your desired delivery slot during the online order process. We require all orders to be placed up to 9pm the day before delivery. We appreciate that sometimes events arise at the last minute, and in this case, for same day orders, please call us on 020 7424 5992, where we will do our best to accommodate your request.

## Where do we currently deliver?

We are currently delivering to many areas within central London. Please check our delivery page below to see if this includes your area. If you are not on the list, please do not hesitate to contact us and we will endeavour to meet your requirements.

## Are there any delivery charges?

We are currently delivering to most areas of north-central London free of charge, for orders over £35 excluding VAT. Orders outside this area may incur a small delivery charge, please contact us or view our delivery page for further details.

## Is there a minimum order value for delivery?

Our minimum order is £35 excluding VAT. Please note that our prices are shown excluding VAT.

## Can we collect our order from your Islington premises?

Absolutely! Please simply select 'collect in store' on our website.

## Can I order via telephone?

Of course! Please call 020 7424 5992, and we will be happy to process your order. Whilst our online order system is very easy to use, we understand you may want to discuss the order in person. Just pick up the phone!

## Can I pay by credit card?

Yes, we accept all major credit cards, including American Express. Our online shop is a quick and safe way to pay.

## When do I receive an invoice?

Once you have placed the order and it has been confirmed, you will receive an invoice via email. This will give a VAT breakdown.

## Can I set up a credit account?

Some of our regular customers choose to set up a credit

account with us. Please place your first order using a debit or credit card, and contact us at [accounts@vivotaste.com](mailto:accounts@vivotaste.com), so that we can consider your application.

## Can I amend my order on the day of delivery?

Wherever possible, we will do our best to accommodate any amendments. Where this is not possible, we will deliver your order as it was originally processed.

## Can I cancel my order?

Please email us at [angel@vivotaste.com](mailto:angel@vivotaste.com) or call us on 020 7424 5992 if you would like to cancel your order. We will need to receive cancellations by 4pm the working day before delivery. Unfortunately, we are unable to accept cancellations on the day of delivery.

## Do you cater for vegetarian and vegan diets?

We do offer both vegan and vegetarian products. These are all labelled on our online menu.

## Are you environmentally friendly?

We understand the importance of environmental responsibility, which is why we limit our carbon footprint by using only 100% recyclable and compostable packaging, and by delivering by tricycle wherever possible.

# Delivery Postcodes

Free delivery to all postcodes listed below. Minimum order £35 excluding VAT  
 If your postcode is not listed below please contact us: [angel@vivotaste.com](mailto:angel@vivotaste.com) | Tel: 020 7424 5992

POSTCODE	DISTRICT
<b>EC</b> EC1A, EC1M, EC1N, EC1P, EC1R, EC1V, EC1Y EC2A, EC2M, EC2N, EC2P, EC2R, EC2V, EC2Y EC3A, EC3M, EC3N, EC3P, EC3R, EC3V EC4A, EC4M, EC4N, EC4P, EC4R, EC4V, EC4Y	Barbican, Clerkenwell, Finsbury Moorgate, Liverpool Street Aldgate, Monument, Tower Hill Fleet Street, St Paul's
<b>WC</b> WC1A, WC1B, WC1E, WC1H, WC1N, WC1R, WC1V, WC1X WC2A, WC2B, WC2E, WC2H, WC2N, WC2R	Bloomsbury, Gray's Inn Covent Garden, Holborn, Strand
<b>E</b> E2 E8	Bethnal Green, Shoreditch Hackney, Dalston
<b>N</b> N1 N5 N7	Barnsbury, Cannonbury, Islington Highbury Holloway
<b>NW</b> NW1	Camden Town, Regents Park
<b>W</b> W1	Marylebone, Mayfair, Soho