



CORONAVIRUS UPDATES & FAQs

*We'll update this document whenever
there's something new you need to know.*

18th May 2020

Our shop is now open offering a reduced range of fruit and veg boxes, recipe boxes, milk, eggs and bread.

We're continually adding new items to bring you more choice and variety, and to inspire your cooking. To manage our available supply, we'll be releasing more of each item as and when they sell out; if something is sold out when you visit the shop, please check back again later.

Please continue to keep yourself and your driver safe by avoiding contact. We will leave your veg box in a safe place as if you weren't home, and only knock on the door if specified in your delivery instructions. If so, we will stay the recommended two metres away from you. Please help by keeping your distance, and leaving any recycling outside in advance.

Contacting us

If you have a query, please check our FAQs below (which are up to date with the current situation), or contact us online (social, email or webchat) between 8.30am-6pm. Some of our most vulnerable customers are not online, so please leave our phone lines open for them if possible.

Thank you for your understanding. We are in this together, and are doing all we can to take care of as many of you as possible.

FAQs

Why are fewer products available?

We've had to reduce our range, so we can deliver essentials to as many people as possible. Our streamlined range celebrates the very best seasonal organic veg and fruit – and we're continually adding new items, to bring you more choice, variety and to inspire your cooking. The new range may not include everything you used to order, but it will keep you well stocked with the fresh food we do best.

Why have items been removed from my regular order?

We've had to reduce our range, so we can deliver essentials to as many people as possible. We've focused on the fresh food that we do best, and that we have the most reliable supply of.

Anything that is not included in the new range has been automatically removed from your order.

Is my order secured?

If you have set up a regular weekly order from our new available product range, then your order is secure and will be delivered. As always, we will let you know if there are any last-minute shortfalls and your order is missing items for any reason.

Can I amend my order?

The shop is now open for you to add to and amend your order.

Please be mindful that if you remove items from your order, you may not be able to add them back due to limited stock. If you're looking to change your box, we'd recommend adding the box you wish to swap to first before removing the current box from your order.

Can I change my delivery address?

Our delivery teams are at capacity, so for now, we have had to stop accepting requests for delivery address changes. We're very sorry about this. If you have a regular order set up that is going to an address where you no longer live, you will need to cancel your order. You can do this online, by signing into your account. Please make sure you do this at least 48 hours before your delivery day.

When will products be back in stock?

We will be releasing more of each product as and when they sell out, and pausing all sales from time to time to check. If the website is not taking orders when you visit, please check again later.

What extra precautions are Riverford taking?

Coronavirus is not considered a food safety issue by the Food Standards Agency or the EFSA (European Food Standards Authority).

Our main focus is on limiting the risk of spreading the virus through human contact. Your driver will leave your veg box in a safe place and will only knock on the door if specified in your delivery instructions – and in this case, they will stay the recommended two metres away from you.

Please help us by leaving recycling where we can pick it up without human contact.

We already maintain very high standards of hygiene –but have briefed our teams to go above and beyond, as an extra precaution.