

Delivery FAQs

Where do you deliver?

Our teams deliver directly from our stores. Simply pop your postcode into the website to check if delivery is available to your address.

What do you charge for delivery? Nothing! Delivery is completely free for orders £30 and over.

What's the cut off time for orders?

You can order up to a week before you require your order.

Can I choose my delivery time?

Of course. Just choose whichever time works best for you. Our breakfast menu is available for delivery at 8am, 8.30am or 9am. Our lunch menu is available at 12-12.15pm, 1-1.5pm or 2-12.15pm.

How can I pay? We accept all major credit and debit cards including AMEX.

Can I collect my order?

Yes, just select which shop you'd like to collect from. There is no minimum order value for click & collect.

Can I order over the phone?

Sorry, we can only accept orders online.

Can I make a change to a recipe?

Sorry, to achieve our quick delivery times and maintain our high standards, we can't accept any changes.

Can you deliver hot food? Only our cold menu is available for delivery. If you're looking for hot food, you can order from one of our Delivery partners (Deliveroo, City Pantry or Caterwings).

How do I get an invoice/receipt? We'll email you a VAT invoice as soon as you've placed your order.

I need to cancel or amend my order?

You can cancel an order up to 24 hours (does not include weekends) before your delivery time without a fee and you will be refunded in full to your original payment method.

Cancellations after this time will incur a cancellation fee equal to the value of your order.

Please email onlineorders@abokado.com to cancel your order.