

Are you still open and accepting orders?

Yes we are. The website is operational 24 hours a day and we are shipping orders six days a week with an extra delivery schedule for Saturday added on so as to manage the demand during the pandemic. Orders are processed Monday-Friday until 2pm before being sent to the warehouse for preparation.

We know your order of bottled water and soft drinks is important during the lockdown so we are working hard to get the orders out in a timely manner.

What is the status of my order?

Please log into your account to check your delivery status. We regularly update the orders to let you know when it is arriving, and once your order has been scheduled for delivery/dispatch you should also receive a confirmation email, *please check your junk mail just in case it's hiding there.*

How quickly will orders be dispatched?

Approximate dispatch timelines are included in the shipping confirmation section of the transaction and in all confirmation emails. At present (latest update 13/04/2020) we are roughly two days ahead of schedule.

Can you ship my order on a pallet?

Yes, we most certainly can. If you are able to accommodate a pallet delivery to your property and your order is roughly ten cases or more, a pallet delivery would be a very efficient way to receive an expedited delivery to areas outside of London/Surrey, with the added advantage of not requiring external packaging to the cases of drinks. Please state your preference in the special instructions when placing an order.

I'm self-isolating – can you help?

Yes, we most certainly can. If your order is coming via our £5.00 internal delivery service, please make a note in the special instructions for your delivery preferences. If your order is arriving via courier, please use your tracking link to contact UPS with your instructions.

My order is arriving via UPS, can I leave instructions.

Yes, please use the tracking link in your dispatch confirmation email to contact UPS directly and to track your order. Unfortunately, we are unable to instruct UPS on where items can be left, only the recipient can.

I ordered more than one item, will they all arrive together?

Yes, we dispatch all products together including back-order items.

I have a question, how do I make contact?

Please use hello@aqua-amore.com if you have a query which has not been answered by the FAQs above.