| Blog post details - please complete **all** required fields | |
| --- | --- |
| author | Marni Immelman |
| date | 2022-03-29 |
| description | If we don't meet our delivery promise, your next 3 HOP deliveries are on us, redeemable over seven days. |
| excerpt | Get your groceries delivered on time. |
| published | true |
| slug | on-time-groceries-guarantee |
| tags | Dubai, UAE |
| time | 18:00pm |
| title | Your HOP groceries on-time, guaranteed! |
| hero | true |

| Featured image - Delete and drag in image | |
| --- | --- |
| [[alt:HOP On-time, guaranteed] | |

# Your HOP groceries on time, guaranteed!

HOP Service Guarantee - Terms and Conditions

Starting on the 28 March 2022, if your HOP order arrives late, you'll get AED30 in credit thanks to our HOP Service Guarantee (**Service Guarantee**).

T&Cs:

* The Service Guarantee is only applicable to HOP orders made via the Deliveroo platform and delivered by Deliveroo
* The Service Guarantee applies to orders over AED[30] (excluding delivery fee)
* If your order arrives more than [15] minutes after the maximum delivery time specified at the time you place your order
* The AED[30] is split into [3 x AED10] credits and is valid for seven days of your late delivery
* You will not be eligible to receive credit under the HOP service guarantee more than once in any seven day period
* You will receive an email within 48 hours with your voucher code which you can add to your account to redeem your [3 x AED10] credits
* This code will expire within seven days of receiving the confirmation email and code, whether or not you have applied the code to your account
* We are not responsible for any failure for the voucher code to be received due to incorrect email details provided, email restrictions or otherwise.
* Deliveroo's voucher terms and conditions are available at <https://deliveroo.ae/legal> apply.
* If you do not receive the confirmation email or have any issues with adding the code to your account, please feel free to reach out to Deliveroo's customer care team at support@deliveroo.ae or 800 76648
* This promotion is subject to termination by Deliveroo at any time
* The voucher can only be used for HOP orders over the next 7 days.