



L'Italia a casa tua.

Free home-shipping of Italian groceries throughout Europe and the UK

[Vico Food Box](#) is an Italian food products e-commerce with home delivery throughout Europe and the UK, shipping the flavours and memories of the bel paese abroad. Its real flagship is the dedicated focus on local and fresh products. The company stands out for its excellent customer service and eco-friendly packaging.

This way Vico Food Box contributes to **supporting** and enhancing the territory and **Made in Italy**.



Vico Food Box idea was born by pure chance

Vico Food Box was born from the idea of four young **Italians abroad** nostalgic for Italian flavours. In 2019, Gennaro, Vittorio, Debora and Antonio, began together their adventure: shipping Italian food products all over Europe and the UK, also guaranteeing a refrigerated logistics service in their adopted homeland Holland.

For an Italian abroad food is much more than just a source of nourishment. We are in fact talking about flavours capable of making you travel through time and space: you taste a memory and in a moment, even far away, you are at home.

In 2020, the pandemic prompted them to transfer their entire logistics to Italy, so the Co-founders of [Vico Food Box](#) went from being Italians abroad to being repatriates in Italy.

There is nothing more beautiful than returning to your homeland to give value to Made in Italy abroad.

Speed and scalability

At the beginning of the project, Vico Food Box believed that by outsourcing all or most of the business processes, growth would be faster and more scalable.

Vico Food Box started from customer service with Debora, who managed the customers, and created the structure, tools and processes, meanwhile Antonio, Vittorio and Gennaro focused on creating the logistics. Vico Food Box's goal has always been to make its customers happy and to meet their needs so, from **customer feedback**, several processes were restructured, such as eco-friendly packaging, the way products are packaged and the expansion of the range of local products.

Meanwhile, the company was growing more and more and the idea of outsourcing processes became less and less advantageous. In fact, even the initial marketing agency gave way to an in-house marketing team. The co-founders of Vico food box tried their hand at various activities within the company, expanding their knowledge empirically.

Vico Food Box thus decides to **internalise** all business processes: e-commerce, logistics, customer service and marketing. The goal is ambitious, but with a lot of commitment and dedication, the team is becoming bigger and bigger; at the moment, the workforce of Vico Food Box is made up of more than 36 young and ambitious men and women who believe in the project.

By internalising processes, the company has gained a great **competitive advantage** in terms of: **autonomy, speed and scalability**.

Company's strengths

Vico Food Box is equipped with in-house **logistics** and warehousing that allows it to **meet** customer requirements and prepare orders quickly, in just **1/3 working days**. The company has adopted **sustainable packaging** from the outset, eliminating plastic altogether, reducing breakage by 0.02%. This is an important factor in avoiding any food waste. In October 2022, the company won the 4eCom award for 'Best Packaging'.

Vico Food Box leaves nothing to chance, follows every single shipment thanks to a strong structured protocol, and enjoys an excellent [customer service](#) department. The excellent customer service of Vico Food Box, recognised as Customer Happiness Team, is always willing and available to satisfy all Italians abroad and lovers of Italian culture who are waiting

to receive Italy at home. The company's attention to customers is maniacal. Nothing is more important than the feedback from customers they call Vico Lovers. On Trustpilot the company boasts more than a thousand reviews with an overall score of [4.9/5](#).

An important service appreciated by Italians abroad is the **shipping of fresh products**.

Vico Food Box's growth

It now boasts an assortment of **over 4,000 references** and has shipped over 1.000.000 Vico Boxes around Europe. The company operates in [25 European countries and the UK](#), but aims to reach the remaining non-EU countries as well. The countries where it is possible to receive its 'Made in Italy product refill' are: Austria, Belgium, France, Germany, Italy, Liechtenstein, Luxembourg, Netherlands, Portugal, Spain, UK, Ireland, Bulgaria, Croatia, Denmark, Estonia, Finland, Greece, Latvia, Lithuania, Poland, Czech Republic, Romania, Slovakia, Sweden, Hungary.

In 2023, Vico Food Box closes with a turnover of approximately 3 million euros. There is still a long way to go, but the partners with only their savings and determination have achieved an excellent goal in just 2 years. To date, the company continues to grow by +80% compared to 2023.

Vico Food Box is a company that manages to be self-financing thanks to proper control management, but does not exclude possible future financing to invest in technology and logistics.

Future Goals

The future goal is to become a real point of reference for all Italians and lovers of Italian cuisine in the world. By divulging Made in Italy even overseas. This is definitely an ambitious step, but one that Vico Food Box intends to take in order to promote the extraordinary beauties of our country, making itself a spokesperson for the beauty of Made in Italy around the world.

Future goals also include investments in technology and automation of the entire supply chain. The focus is always on sustainability: reducing food waste, cooperating with social realities in order to support charitable structures.

Receiving a Vico Box is an experience that shortens distances and brings joy to those who receive it.



How to shop on Vico Food Box?

1. *Registration*

Registration is simple, go to the home page of our site. On the top right-hand side you will find the "my profile" section, click and enter your email address. You will receive an email with your password, we recommend you also check junk or spam mail.

2. *Fill your shopping cart*

It's shopping time with a choice of over 30 product categories, including food, home and body care. **Shipping is free** throughout Europe for orders of EUR 70 or more.

3. *Payment methods*

Proceeding with payment you can make 100% safe and secure purchases from all over Europe with Credit Cards, iDEAL, Apple Pay, Klarna, Giropay, PayPal, Sofort Banking, SEPA bank transfer, Bancontact.

4. *Processing and Delivery*

The Vico Box is processed in a maximum of 2 working days and then entrusted to the courier to arrive at the indicated address. Vico Food Box relies on 4 different couriers: DHL, UPS, GLS and FOODLOGICA in order to always guarantee an excellent experience. Communications regarding order processing and shipment departure updates are made via email. Customer service is available via live chat, via email and via phone or whatsapp.

What are you waiting for? For more information go to <https://vicofoodbox.com/>

For more information:

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