

# Terms & Conditions

Welcome, by continuing browsing our website and purchasing products from farmhouse meals, part of Huytons you are agreeing to the terms and conditions of sale, which apply to all transactions on [www.langtreefarm.co.uk](http://www.langtreefarm.co.uk) Signing up to the service means we must have the following information:

- Your address, including the postcode of the billing address associated with the payment card.
- Your home telephone number
- Your email address, so we can supply you with important information such as your order confirmation and changes to the farmhouse meals Home Delivery Service

Farmhouse meals, only sells goods on our website to the end user and they should not, in any way, be resold without our prior written consent. There shall be two stages of order confirmation. The first shall be the 'on screen confirmation' immediately after the payment has been received, and the second shall be an email to confirm your full order details. We do not hold your payment details from any previous orders. Therefore, every purchase at [www.langtreefarm.co.uk](http://www.langtreefarm.co.uk) , shall require new payment details entered. It is your responsibility to keep your password secure.

## 2. Product Prices

The price of goods charged shall be as quoted on the web site at the time you confirm your order with us. Excluding any inadvertent technical error on pricing, we will honour any prices as published at the time of placing your order. Your credit card shall only be charged for items dispatched to you. Due to differing product promotions the prices displayed on the website may vary to prices in our retail store and independent outlets selling our meals. If you order a large portion-size of a meal and it is not available then we will endeavour to supply the same number of total portions but in smaller tray sizes. Your card will not be charged extra if the price of these smaller trays is greater than the ordered amount. All of our food products are zero-rated for VAT. However, the price of our, kitchen blackboards include VAT at the standard rate. Free delivery on any orders over £75.00 in England and Wales with reduced delivery charges elsewhere. If shortages of a product mean that the total price of the dispatched goods fall below any delivery threshold, farmhouse meals shall honour the original delivery charge. Prices of goods do not include the delivery charge.

### **3. Delivery**

Farmhouse meals uses a next day carrier to delivery all items purchased from [www.langtreefarm.co.uk](http://www.langtreefarm.co.uk). If no special instructions are added during the delivery details screen of the order process, as the customer you are agreeing to sign for the delivery. No boxes shall be returned to the depot; they shall be left at the delivery address and chargeable to you, the customer. Special requirements shall be followed, but please make sure that they are deemed 'reasonable' e.g. allowing ample space in freezers for the delivery boxes. Or instructions to knock at a neighbour's house should mean it is within short walking distance of your property, and does not involve the courier travelling any further. Where a premium delivery service (before 10am, before 12pm) is specified your order shall be prioritised and we shall endeavour to deliver your food by this time. However due to circumstances beyond our control such as weather and traffic conditions we may not always be able to deliver by the time specified. In this situation we shall try to deliver later in the day and will refund the extra paid for the premium delivery service. We shall attempt to contact you prior to the driver leaving a failed delivery, because we are keen to make sure that the service works for you, but we can't guarantee we shall be able to get hold of you. We reserve the right to restrict deliveries in certain areas and this includes the right to withdraw the service altogether, depending on the demand on our kitchen.

### **4. Cancelling an order**

#### **(United Kingdom Distance Selling Regulations)**

As an online retailer we are governed by the UK Distance Selling Regulations. However, as we are selling perishable goods, the regulations relating to the return of unwanted goods do not directly apply to us. For more information, please go to [www.dti.gov.uk](http://www.dti.gov.uk) Orders can be cancelled any time up until the moment that they are dispatched (This is normally around 3pm on the day before you are expecting delivery).

### **5. What if I'm not happy with my goods?**

#### **Our refund policy**

If you are unsatisfied with any of the items in your order or any part of the delivery service from farmhouse meals please contact us - either by emailing us via the Contact Us page of the website or by telephoning 07763889401 and asking for Home Delivery. If you would like to make a comment or recommendation regarding our food, then please visit the Contact Us page of the website. As we sell perishable goods, we ask that you - the customer - inspect the food once you have opened the box. If you are unhappy with the goods, please contact us immediately on 07763889401 and ask for Home Delivery. We shall be happy to exchange or refund any item you feel does

not our quality standards, or any item that has been damaged in transit. If we have sent you an incorrect item, please notify us as soon as possible. If you would like us to replace the incorrect item with the item that you ordered, we shall send you the correct one as soon as possible. Obviously we shall not charge you for incorrect item. We operate an open and honest policy at farmhouse meals and will work our hardest to make sure we can accommodate and act on any problems or suggestions.

## **6. Colours**

The colour of goods may vary slightly from that shown on the website due to limitations of browser software and monitors.

## **7. Indemnity**

You agree to indemnify us against any claims, losses, liabilities, damages and expenses (including legal fees), arising out of your use of this site.

### Jurisdiction

The Contract will be governed by the laws of England and Wales and the parties to the Contract submit to the jurisdiction of English Courts.

### Consumer Rights

None of the above Terms and Conditions affects your statutory consumer rights.