



### **Terms and conditions**

At Exmoor Meat Boxes, we aim to offer our customers a convenient and personal online service. By making use of our website you agree to be bound by the terms and conditions laid out below. Please read them carefully. They do not affect your statutory rights.

We (Exmoor meat boxes is “We”, “our” or “us”) reserve the right to review and amend these conditions from time to time.

These terms and conditions and all transactions relating to this website are governed by English law and are subject to the non-exclusive jurisdiction of the English Courts.

Exmoor meat boxes make reasonable endeavours to verify any information we place on this website, we make no warranties, whether express or implied in relation to its accuracy.

### **Ordering and Purchasing of Goods**

We will confirm acceptance of your order by means of an acknowledgement sent to your email address after you have placed your order but this does not constitute a contract to supply. We will then contact you to arrange delivery dates and details as soon as we receive your order.

Payment by FastTrack or BACS 25% on ordering. The rest due at least 48 hours before delivery - no cancelations can be accepted after deposit placed.

We reserve the right to terminate our agreement with you if we do not receive payment at any stage.

All products are priced and sold by weight or the unit price displayed on the website. The guide weight on the website is for guidance only. The weight you receive may vary from this guide. Products are subject to availability.

A minimum of £50 deposit is required on all 10 kg orders of beef and lamb.

Full payment must be made prior to Delivery by Courier, or on receipt of delivery of meat if being personally delivered. No meat will be released without payment. Interest will be charged at 20% if no payment has been made.

### **Availability of Goods**

We will try to supply your order as requested but there may be occasions when items are not available or out of stock. We aim to supply the quantities ordered as closely as possible but the nature of the product means that weights will vary.

### **Delivery**

We deliver free to mainland England and Wales, for other areas please contact us for delivery prices. Exmoor Meat Boxes are not responsible for the box or its content once it has been delivered to your stated delivery address or left according to instructions given by you. It is your responsibility to make suitable arrangements to receive your delivery or inform us where it can be left if you are out. Where the delivery instructions are followed, we will not accept liability for loss or damage of your goods. We are not responsible for late delivery for reasons beyond our control, for example, adverse or extreme weather conditions, vehicle breakdowns, traffic problems or strike actions. We do not accept liability for any loss or inconvenience that this causes.

### **Refunds and Returns, Cancellation**

We hope you will enjoy the produce supplied by Exmoor Meat Boxes however in the unlikely event that you are not happy with your order please contact us on the day the order is delivered. We will aim to resolve the goods concerned, by refunding their value or with a credit note.

Due to the goods being perishable we cannot accept responsibility for them if you do not contact us on the day they are received or the day they are due to be delivered.

### **Complaints**

Should your order arrive in unsatisfactory condition, please contact us immediately and we will aim to address your concerns.

Please address your complaints to [sales@exmoormeathboxes.co.uk](mailto:sales@exmoormeathboxes.co.uk) or West Twitchen Ball Farm, Twitchen, South Molton, Devon, EX36 3LX



**Contact**

T: 07767 695717

E [sales@exmoormeathboxes.co.uk](mailto:sales@exmoormeathboxes.co.uk)

**Find Us**

Exmoor Meat Boxes

West Twitchen Ball Farm

Twitchen

South Molton Devon

EX36 3LX