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**Purchase Terms and Conditions***Updated: 02.08.2021*

These are the Purchase Terms and Conditions (“Terms”) for the sale and purchase of the goods (“Goods”) listed on the website [www.meadfarmfoods.co.uk](http://www.meadfarmfoods.co.uk) (“Website”). Please read these Terms carefully, they govern Mead Farm Food Ltd ’s relationship with you in relation all purchases of Goods made by you on the Website.

Please note that you will be asked to agree to these Terms when you register on our website. If you refuse to accept these Terms, you will not be able to order any Goods from the Website.

When an order is delivered the customer must then comply to our company “Purchase Terms and Condition”.

**Customer Registration and Placing an Order for Goods**

To place an order you will need to open a customer account on our website with your name, a valid email address, a telephone number and a physical address:

<https://meadfarmfoods.yourmoo.co.uk/yourmoo/v2/login.php>

Mead Farm Foods Ltd. offers one-off orders and orders to be delivered regularly each week on a particular day of the week (“Regular Order”).

The prices stated on the Website will be inclusive of any VAT payable.

You may place, cancel, or amend orders online via your customer account, by email on [sales@meadfarmfoods.co.uk](mailto:sales@meadfarmfoods.co.uk) or by phone 01633881401. Orders can be amended or cancelled online at any time up to 9 pm on the day prior to the day of delivery Monday – Sunday

All Goods are subject to availability. If we run out of any Goods on the delivery day, we may offer a reasonable substitute or reimburse the missing item.

**Delivery**

Delivery is free of charge and will be made to the address specified by you when you register on the Website.

When your registration on the Website is activated, the delivery days will be visible on your account. Delivery outside of these days is not available unless we notify you otherwise. If you would like to know the delivery days in your area before registering with us, please contact us via email on [sales@meadfarmfoods.co.uk](mailto:sales@meadfarmfoods.co.uk).

Your delivery will be made usually before 7am. Due to the nature of our business we cannot guarantee your order will be delivered by a certain time.

We will not be liable or responsible for any failure to deliver or delay in delivery that is caused by an event outside our control including without limitation fire, storm, flood, earthquake, pandemic or other natural disaster, cyber-attack, or failure of public or private telecommunications networks.

If an event outside our control takes place that affects the performance of our deliveries, we will contact you as soon as reasonably possible to arrange a new delivery date with you as soon as possible.

The delivery is placed on your doorstep. If you are aware that the Goods delivered can be damaged by the wildlife or by any other way, please provide a box or any safe place for the delivery. Please inform us about the safe place to deliver via email on [sales@meadfarmfoods.co.uk](mailto:sales@meadfarmfoods.co.uk). We are only responsible until the Goods are delivered to you.

If you are going on holiday or you will be absent from your delivery address for a period of time and you would like to postpone your deliveries, please log in to your customer account and add your holiday dates. Alternatively, you can email your holiday dates to [sales@meadfarmfood.co.uk](mailto:sales@meadfarmfood.co.uk) and we can add them to your account. If you do not inform us of the dates, you will be away from your delivery address then your deliveries will continue to be made as normal and you will still be charged for deliveries.

In the event of non-delivery of Goods or any of the Goods received is not of satisfactory quality, please notify us within 48 hours of when the Goods should have arrived. We will then reimburse it or offer to re-deliver the missing/faulty item, depending on our stock or delivery availabilities. We reserve the right to ask you to send us reasonable evidence of any of the Goods affected by such issues.

**Invoices and Payments**

All deliveries in month 1 will be invoice and the beginning of month 2 and be due for payment by the end of month 2.

The payment options are as below:

·        By debit or credit card on our website, via your personal account

·        By bacs transfer – our bank details are at the bottom of the invoice

·        Direct debit – we can set it up for you, please do ask for the mandate form if you prefer this payment option

·        Cheques payable to Mead Farm Foods Ltd.

**Refund**

Due to the nature of our business and the products we sell, products with the date after their ‘use by date’ and ‘best before date’ are not eligible for a refund.

If our products arrived damaged or contaminated in any way, please contact us right away (within 48 hours) and we will be happy to send a free replacement regardless of its ‘use by date’ or we will issue refund within 7 calendar days of the delivery.

For any items eligible for a refund, please inform us via email [sales@meadfarmfopods.co.uk](mailto:sales@meadfarmfopods.co.uk) or phone 01633881401.

If anything is unclear or you have any questions, please feel free to contact our customer service team.

**Payment Failures**

Any invoices not paid by the end of month 2 will be subject to a £50 administration fee.

Any invoices not paid by the end of month 3 will be subject to a £75 administration fee.

Any invoices not paid by the end of month 4 will be passed to our debt collection agency with an administration fee of £150 and a minimum of £500 total debt claimed.

We reserve the right to restrict a credit limit on an account or to suspend an account or reduce delivery quantities. In the event of repeated payment failure, we reserve the right to stop the deliveries or cancel an account.

We may update these Terms, Privacy Policy and Terms of Use at any time. You should check these Terms online on website <https://meadfarmfoods.co.uk/faq> placing each order to ensure that you are aware of any changes. To assist you in determining whether the Terms have changed since your most recent order we will display the date when these Terms were most recently updated at the top of this document.

**Information About Us**

Email: info@meadfarmfoods.co.uk

Mead Farm Foods Ltd

The Mead Farm

Redwick

NP26 3DE

Tel: 01633881401

Vat: 249 2897 53

Company No.: 10314148

Registered in England and Wales

Registered address:

St John’s House

Castle Street

Taunton

TA1 4AY