

# naturalgrocery.co.uk

## Terms & Conditions of Business

### Delivery

#### **Schedule**

- We aim to deliver your order as soon as possible. Orders received by 11am for delivery on the UK mainland should arrive two business days later by carrier or Royal Mail.
- Customers ordering for delivery outside the UK mainland will be contacted by e-mail to confirm delivery days & costs.
- Orders for chilled, frozen or fresh produce will be sent by overnight transport.
- We request you to have your place of work or where someone is guaranteed to be available to sign, as your delivery address. The reason for this is that we require an authorised signature upon receipt of your goods.

#### **Limitations**

- We will only send chilled, frozen or fresh produce to an address on the UK mainland where there must be someone available to receive and sign for it.
- We use carriers and Royal Mail to deliver your order. We will ask for your delivery to be made "before the close of work" which usually means 5:30pm on the nominated day. We are unable to specify or guarantee a delivery time. We will not be able to offer delivery on a Saturday, Sunday or Bank Holiday / Public Holiday.
- Chilled, frozen & fresh produce will not be delivered on a Monday.

#### **Costs**

- UK mainland orders which total £ 30.00 or more and are received on line will be delivered free of charge\*.
- UK mainland orders which total £ 40.00 or more and are received by telephone, fax, or post will be delivered free of charge\*.
- Orders which do not reach the above values will attract a charge of £7.50
- Orders for delivery other than mainland UK will be contacted by e-mail to inform you of the cost & delivery day.
- Orders for chilled, frozen and fresh produce will carry a charge of £5.00 on top of any charge for other goods already ordered. Orders for chilled, frozen or fresh produce must be a minimum of £30.00
- Orders that weigh 25 kilos or more will attract a surcharge of £5.00 per every 25 kilos.

**\* Please note the extra charges for chilled, fresh or frozen ~ Please note the extra charge for goods weighing 25 kilos or more.**

#### **You must know that...**

- For ambient products we need to be informed within three working days after the nominated delivery day of any complaint, damage or mispicked item. We will endeavour to rectify the problem as efficiently as we can.
- For chilled fresh or frozen products we need to be informed the same day of delivery no later than 5:30pm of any complaint, damage or mispicked item. Due to the nature of these products we will be unable to replace, but will be able to offer a voucher as compensation to be used against your next purchase, if the complaint is legitimate.

Please e-mail [dutymanager@naturalgrocery.co.uk](mailto:dutymanager@naturalgrocery.co.uk) or telephone 01242 821152

- We must receive, via the delivery service, a signature for the delivery from a responsible adult.
- Orders for chilled frozen & fresh produce will be delivered entirely at the customers' own risk. The carrier will not return any non-delivered order, there will be no refund available for any 'not signed for' order, therefore if you wish to have the order left – unsigned for, naturalgrocery.co.uk, nor the courier will become liable.

### Your Satisfaction, Returns & Order Cancellation

We endeavour to achieve your 100% satisfaction. If for any reason you do not feel totally satisfied with your products or the service you have received from us, we need to know. Please e-mail

[dutymanager@naturalgrocery.co.uk](mailto:dutymanager@naturalgrocery.co.uk) alternately telephone the duty manager on 01242 821152

On ambient products we offer a seven-day cancellation period after you have received your order. If you wish to take advantage of this please e-mail [dutymanager@naturalgrocery.co.uk](mailto:dutymanager@naturalgrocery.co.uk) or telephone the returns department on 01242 821152 and we will arrange collection of the order. A refund to your credit card will be made upon the successful return of the order. If the reason for the cancellation is anything but damaged, faulty or incorrect products you will be liable for the return cost. This can be as much as four times the original delivery cost.

If you wish to cancel your order before despatch please e-mail [dutymanager@naturalgrocery.co.uk](mailto:dutymanager@naturalgrocery.co.uk) or telephone the returns department on 01242 821152 and we will stop the order process and if already charged to your credit card will issue a complete refund.

Chilled, frozen or fresh produce cannot be returned.

### **Out of Stock Situation**

If we are out of stock and unable to fulfil your entire order we will contact you to verify if you require a substitute or a refund. We can always hold your order until we obtain more stock, or we can process the order without the out of stock item. Whichever you choose the minimum value for free delivery will be the final price of the order which must fit into the categories above.

### **VAT**

All prices shown are inclusive of VAT at the rate in force on the date of order for the products that are applicable for VAT. For overseas orders the VAT will be shown on the invoice and then deducted from the final total.

### **Credit Card Security**

We take this extremely seriously. We have included every possible security element that we can to make you feel confident to place an order with us.

If, however, you do not wish to place your credit card details on the Internet, we will be happy to take them over the telephone 01242 821152, by fax 01242 821378 or by post. These will be disposed of responsibly once we have processed the order.

### **Age Restrictions**

We will only process orders from customers who are eighteen years or over. This is for reasons of Licensing of Alcohol and Credit Card use.

- By placing an order with [naturalgrocery.co.uk](http://naturalgrocery.co.uk) you confirm that you are eighteen years or over.

If our carriers are in doubt of the age of a recipient and the order contains alcohol they will request to see a formal ID. In the event this is not satisfactory they are not permitted to leave the order. Return charges will apply in these circumstances and these can be upto four times the original delivery charge.

### **Privacy & Data Protection Policy**

We will collect personal information when you register with [naturalgrocery.co.uk](http://naturalgrocery.co.uk). This information is used to enable us to process and deliver your order. By registering your details on our web-site you consent to [naturalgrocery.co.uk](http://naturalgrocery.co.uk) maintaining, recording, holding and using personal data we collect about you. Information can also be collected to allow [naturalgrocery.co.uk](http://naturalgrocery.co.uk) to send you newsletters and offers, which we feel, would be of particular interest to you. If you prefer not to receive our newsletter or our targeted offers please tick this box , e-mail [dutymanager@naturalgrocery.co.uk](mailto:dutymanager@naturalgrocery.co.uk) or telephone the duty manager on 01242 821152

In addition [naturalgrocery.co.uk](http://naturalgrocery.co.uk) will use the information held to make offers based on your preferences, such as dietary restrictions, preference of wine, new product availability etc. This information may be shared with companies within the [naturalgrocery.co.uk](http://naturalgrocery.co.uk) group of companies and may be combined with data about you from

other companies (E.g. our bankers). If you do not wish for your information to be shared please tick this box  e-mail [dutymanager@naturalgrocery.co.uk](mailto:dutymanager@naturalgrocery.co.uk) or telephone the duty manager on 01242 821152

**Disclaimer**

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**Who you are dealing with**

*Bela Vista (Leckhampton) Ltd  
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*e-mail [dutymanager@naturalgrocery.co.uk](mailto:dutymanager@naturalgrocery.co.uk)*

*Managing Director : M.J.Fisher Company Secretary : P.N.Lewis*

*Registered in England Number 5684929*

*VAT Registration Number 879 4001 05*

*Registered under the data protection act Number Z9502720*

*Licensed to retail Intoxicating Liquor of all descriptions OFF the premises via the Internet.*

*Licence Numbers : M.J.Fisher 05/01398/PERA*

*P.N.Lewis 05/01400/PERA*

*Premises 06/00773/PRMA*