

Quince Honey Farm - Website Terms and Conditions

1. These terms and conditions

- 1.1. These terms and conditions relate to transactions in connection with our website only.
- 1.2. Please read these terms carefully, and print and keep a copy of them for your reference.

2. About us

- 2.1. This website is owned and operated by Quince Honey Farm of North Road, South Molton, Devon, EX36 3AZ.
- 2.2. The partners of Quince Honey Farm are Patrick Wallace, Jean Wallace and Ian Wallace.
- 2.3. If you need to contact us, please email us at info@quincehoneyfarm.co.uk or call us on 01769 572401.
- 2.4. VAT number: GB142 4957 61

3. Making a contract with us

- 3.1. When you place an order with us, you are making an offer to buy goods. We will send you an email to confirm that we have received your order.
- 3.2. In the unlikely event that the goods are no longer available, or that we have made a pricing mistake, we will contact you so that you may choose between a refund on the item, having it shipped when it is back in stock or selecting an alternative product.
- 3.3. Whilst we take the utmost care to ensure the product descriptions, pictures, information and prices are accurate we do not accept liability for any inaccuracies, errors or omissions. Colours may vary slightly from those shown on the website due to the limitations of Internet technology.
- 3.4. Orders are accepted at our sole discretion and we maintain the right to decline orders without giving an explanation.

4. How to place order

- 4.1. Choose the products you want to order and click on the "Add to Cart" button on the product page.
- 4.2. To view the contents of your shopping basket click on the "View Cart" link
- 4.3. When viewing your shipping cart you can amend the quantities or remove products using the buttons provided.
- 4.4. To complete the your order click on either the Checkout with Visa-MasterCard link or the Checkout with PayPal link to be taken to the secure checkout page.
- 4.5. On the secure checkout page you will need to fill in your details and the delivery address. You will need to confirm that you accept these terms and conditions for your order to be valid.
- 4.6. If you do not fully complete the payment with SagePay or PayPal then your order will not be valid.

4.7. DO NOT email us payment card details. This is not secure and we are not liable if they are intercepted.

5. Prices

5.1. The prices of the goods (inclusive of VAT where applicable) are listed on our website.

5.2. Our prices may change from time to time. You will be charged the price listed at the time you place your order.

5.3. In the rare event that we list an incorrect price on our website through a typographical or other error, we will contact you before accepting your order, for authorisation to charge you the correct price.

6. Delivery

6.1. Delivery charges within the UK are shown at checkout.

6.2. Delivery charges for destinations outside the UK are quoted according to the destination and the products ordered.

6.3. Once your order has been accepted goods will be sent out within 3 working days by Royal Mail and you should normally receive them 5 working days after they are sent.

6.4. If the goods are lost or damaged in transit, please let us know promptly.

7. Cancellation and returns

7.1. You can cancel your contract at any time up to 7 working days after the day of delivery. To do this, please email us or write to us.

7.2. You do not have to give any reason for cancellation. However, a brief explanation will help us to improve the service we offer to customers in the future.

7.3. If you cancel, you must return the goods to us at your own expense. You must ensure that the goods are packaged adequately to protect against damage.

7.4. If you fail to return the goods, we will collect them, and we will charge you the direct cost of collection.

7.5. If you fail to take reasonable care of the goods before they are returned to us, and this results in damage or deterioration, we will charge you for the reduction in value.

7.6. This cancellation policy does not affect your legal rights - for example, if goods are faulty or mis-described.

8. Faulty goods

8.1. If there is a problem with the goods, please contact us. We will deal with the matter in accordance with your legal rights.

9. Changes to these terms

9.1. These terms were last changed on 26th March 2018.

9.2. These terms apply to your order. We may change our terms and conditions at any time, so please do not assume that the same terms will apply to future orders.