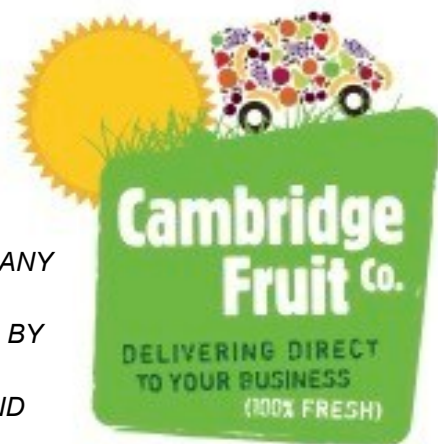


## **SERVICE TERMS AND CONDITIONS**

### **REGARDING THE USE OF PRODUCTS AND SERVICE.**

*EACH TIME YOU USE OUR WEBSITE AND EACH TIME YOU PLACE AN ORDER FOR ANY OF OUR PRODUCTS OR SERVICES YOU ARE AGREEING TO THE TERMS AND CONDITIONS THAT APPEAR BELOW. PLEASE READ THE FOLLOWING CAREFULLY. BY PROCEEDING WITH YOUR USE OF OUR ORDERING SYSTEMS AND BY ORDERING PRODUCTS FROM THEM, YOU CONFIRM YOUR AGREEMENT TO THESE TERMS AND CONDITIONS.*



## **1. Welcome to our Terms and Conditions**

- i. To avoid all misunderstandings, please read these terms and conditions carefully. These terms and conditions relate to your use of our website and any orders you place via our website, or via any other communication method.
- ii. If you don't agree to these terms and conditions, please don't access or use our ordering systems or place any order.
- iii. We may change, update or amend these terms and conditions from time to time. Any changes will take effect once they are posted on our website and your continued access or use of our website will imply your acceptance of the terms and conditions that apply at such time.

**If you have any questions on these terms and conditions, please contact us using the contact details provided at the bottom of each page.**

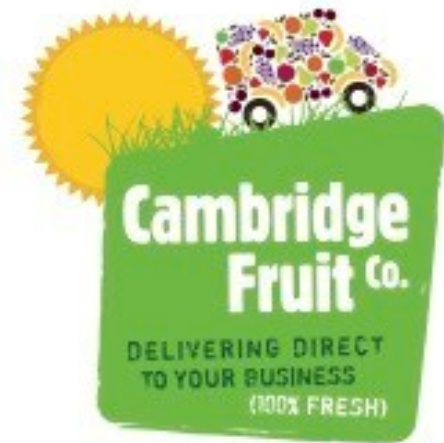
## **2. Information about our products and services**

(a) We offer several products and services, including:

- i. Subscription boxes with options on size - contents dependent on seasonal availability
- ii. Bespoke boxes - contents dependent on seasonal availability
- iii. Pre-packaged snacks and milk
- iv. Wholesale produce

(b) All our subscription based products and services are provided on a subscription basis and automatically renew every month unless and until terminated.

(c) You can make changes to your Subscription Products. To make any changes to your subscription, contact us by email letting us know of changes needed by midday the day prior to your expected delivery date. Please note that any change requests made after midday the day before your delivery date may not be actioned due to staff availability and supplier cut offs.



### 3. Order process

(a) Orders are made via our website or email/phone. Should you want to buy any other products or services available on our website, please follow the order process on the relevant part of our website or call/email us to let us know.

- i. Our ordering processes allow you to check and amend any errors before submitting your order to us. Please take time to read and check your order at each stage.
- ii. After you place an order, this will constitute an offer by you to form a contract and is not binding until we accept that offer. Our acceptance of your order will take place as detailed in section 3(iii).
- iii. Once we have reviewed your order (whether you place the order via our website or via email/phone), we will confirm if your order has been accepted. The contract between us will only be formed when we send you the Acceptance or, if earlier when we despatch the product to you. We may cancel any order or contract without liability if there has been a price or other error on our website.

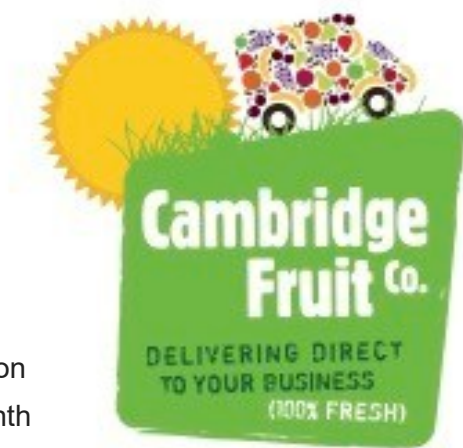
(b) Occasionally, we may be out of stock of a particular item on your order. In this case, we will endeavour to contact you and arrange an alternative, or raise a credit note.

(c) To make any changes to your order, contact us by email letting us know of changes needed by midday the day prior to your expected delivery date.

### 4. Prices, Billing and Invoices

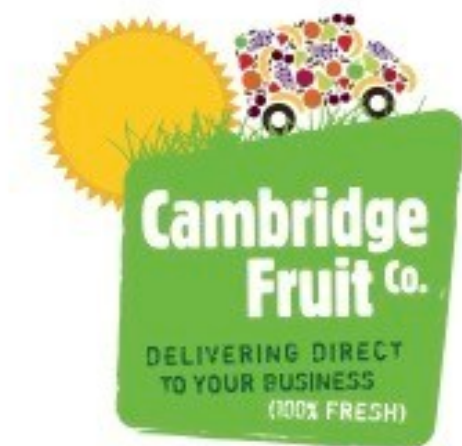
#### (a) Prices

- i. Prices for our Subscription Programmes, Subscription Products and any other products or services are quoted on our website and all prices are inclusive of VAT where applicable. Whilst every care has been taken to ensure the accuracy of the pricing information on our website, occasionally details are out of date. We will endeavour to verify prices as part of our sales order process.
- ii. In addition to the price of the Subscription Programme, Subscription Products, or other products or services purchased from us, you will have to pay a delivery charge which will be as stated at the time you place your order.



**(b) Billing/Invoicing**

- i. For Subscription based products, you will receive a monthly invoice on or around the 1st day of each month requesting payment for the month ahead. You also have the option to pay for a full year, if this option is chosen, you will receive a discount on your order.
- ii. Invoices will be amended before sending where required to reflect any changes made to orders the previous month.
- iii. Customers who purchase wholesale produce will receive an invoice as per any arrangement made with ourselves (e.g. weekly or monthly). Should additions have been made to an existing order, these will be reflected on a new delivery note when the produce has been delivered, but items will be invoiced in line with the order submitted.
- iii. We reserve the right to adjust the pricing of our Subscription Products in any manner and at any time as we may determine at our sole and absolute discretion. We will provide you with 30 days' notice by email of any price changes.
- iiii. We reserve the right to change the timing of our billing to accommodate holidays and staff sickness which affecting the date invoices are received.
- v. Should you need to amend the email address that the invoice is sent to, please let us know the new contact information as soon as possible by contacting us via email at the address at the bottom of the page.



## 5. Delivery Policy

- (a) Delivery is subject to an extra standard charge of £4.95.
- (b) Deliveries will be made on your preferred date of the month. Should a date not be possible for delivery, we will contact you to arrange a new one.
- (c) We do not work on Bank Holidays. If your delivery lands on a Bank Holiday, we will deliver your order on the next working day.
- (d) A majority of our deliveries in the Cambridge area are now made by courier partners, should there be an issue with your delivery, please contact us directly via the email address at the bottom of the page.
- (e) Please note, we may contact you to arrange further delivery details, such as building/floor access

## 6. Cancelling your Subscription

- (a) You reserve the right to cancel your subscription service with us at any time.
  - i. Cancellations should be made via phone or email to us via the details at the bottom of the page.
  - ii. Cancellations are subject to a **30 day notice period** from the date of notification.
  - iii. You will receive a confirmation email from us which will detail the date of your final delivery and payment.

## 7. No Quibble Guarantee

- (a) Your customer experience is really important to us and we always endeavour to provide a high quality service. Should standards fall below the level of standard you deserve, we offer a no quibble guarantee. Just let us know, we'll never quibble and always offer a replacement or refund.
- (b) Refunds are usually offered as a credit note in the first instance.