

## **Delivery Terms and Conditions McIntyre Meats Ltd.**

### **What if I miss my delivery?**

Due to the fresh nature of our products, we cannot be held responsible for deliveries which fail because the chosen recipient is not available at the given address at the specified delivery date and time. It is the customer's responsibility to ensure that the courier can gain access to the delivery location.

If no one is available to take the delivery, and no suitable safe place has been specified by the customer, or if the safe place is found to be unavailable or deemed unsuitable by the delivering courier, the delivery will be taken back to the local delivery depot, and the customer will be notified in order to arrange collection of redelivery.

### **Please read the information below carefully before placing an order:**

#### **GENERAL**

Although every effort has been made to ensure that all the information on this website is up to date and accurate, McIntyre Meats LTD cannot be held responsible for any errors contained within. Due to continuous product development and seasonal availability of certain items McIntyre Meats LTD reserves the right to substitute any ordered product for an alternative of equal or higher value.

McIntyre Meats LTD reserves the right to refuse extremely large/bulk orders.

All products are subject to availability.

#### **DELIVERY INFORMATION**

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If no one is available to take the delivery, and no suitable safe place has been specified by the customer, or if the safe place is found to be unavailable or deemed unsuitable by the delivering courier, the delivery will be taken back to the local delivery depot, and the customer will be notified in order to arrange collection of redelivery.

#### **ALLERGY INFORMATION**

Every care is taken to ensure that all our products are gluten-free (unless otherwise stated) and there is allergen information on the web site.

However – if you have any doubt whatsoever please contact us prior to placing your order.

## **CANCELLATION POLICY**

If you have a recurring order placed with us for a monthly or weekly box and wish to cancel/take a payment holiday, we require a full 7 days' notice prior to your next order.

This notice must be given in writing via email to [order@mcintyremeats.co.uk](mailto:order@mcintyremeats.co.uk) or by using our contact us form.

## **Customer Right To Cancel – how to cancel your order**

### **Customer Contracts Regulations**

#### **Distance selling**

Customers who buy goods online, by mail order or telephone, by text or fax, or through digital TV, have the right to cancel their order for a limited time for any reason, even if the item is not faulty.

The Regulations do not cover contracts for: the supply of consumables or perishable products.

However if you wish to cancel the order without any given reason, as long as you contact us prior to the despatch of the products we will cancel the order – and refund your payment.

On delivery of your order – if you have an issue with our products please inform us immediately so we can discuss your issue.

A refund will be given – or goods replaced – if there is proof of damage incurred in transit.

Please note the cost of returning the items to us must be covered by the customer (this does not apply to faulty goods) and where goods have been damaged, marked or show signs of damage - a charge will be made to compensate for the reduction in value. We recommend that when arranging delivery back to us that you make sure your goods are insured to their full value whilst in transit.

## **PRIVACY**

McIntyre Meats LTD is committed to maintaining the privacy of all of its customers.

All customer details will be stored on a secure database for reference purposes only.

We will never pass your details on to a 3rd party.

We will only ever contact you by telephone if an urgent issue arises with your order.

The terms and conditions above are written in accordance with UK and EU law and do not affect your statutory rights.