

Terms and Conditions

By using this site, you are agreeing to follow and abide by our terms and conditions. Judy's House Foods Limited is the company name.

Please note, we reserve the right to revise the Terms and Conditions at any time without notice to you.

1. Availability

All orders are subject to availability and acceptance by Judy's House Foods Limited. If the items, you have ordered are unavailable we will contact you by your chosen preferred method (phone or email). You will be able to choose a replacement for the order or receive a refund for the part of the order which was unavailable.

2. Prices

All prices are listed on the website. We reserve the right to revise the price of goods without notice at any time. Trade – Wholesalers and caterers required to enquire for a price,- Judys House Foods will email you a price for goods.

We have described all goods on the website as accurately as possible. As we deal in food and the products are homemade it is possible actual goods may vary slightly, in style and taste although we will endeavour to keep all items as uniform as possible.

3 Order notice

We only accept orders with a minimum of 10 products, unless otherwise agreed, we also require adherence to the order days and their earliest delivery days or collection days unless otherwise agreed

Ordering and delivery/collection days are available to view on the website. Orders will only be ready after this time. If your order is delayed for any reason, we will contact you by your chosen contact method as soon as possible.

4 Payment

Payment can be made by PayPal/Credit/Debit cards. Please contact us if you are unsure.

5 Delivery

We will deliver your order via a courier to the contact name and address you supply. The products will arrive in packaging dedicated to keep your items cool. Ideally, we like to hand our products over in person, so we know they've reached their destination in the condition they were intended. If there is no one in to receive the goods they will either be left in a place specified by the person ordering.

We cannot accept any liability for loss or damage to goods once they have been delivered, or once they leave our premises if being collected. Once delivered the recipient is responsible for the product and are held at your own risk.

Delivery times are approximate, if your delivery is delayed by a substantial amount of time, we will contact you to ensure delivery is still suitable.

6. Collection

Orders can also be collected from Judys House Foods Limited on the day as if it would have been delivered. The items can be boxed, or you can provide your own bag or container. This option will be asked at ordering. We will be confirming by email or text a 'window' for collection stating times. We cannot accept any liability for loss or damage to goods once they have been collected and leave our premises. Once collected the recipient is responsible for the product and are held at your own risk. Proof of order will be requested at collection.

7. Ownership

Risk of damage to or loss of goods passes to you at the time of delivery to you, or if you fail to take delivery on the agreed day.

You will only own the goods once they have been successfully delivered and when we have received cleared payment in full. Goods supplied are not for resale unless otherwise agreed.

8. Cancellation Policy - Edibles

Under the Distance Selling Regulations you do not have the legal right to cancel orders of made-to-order items, which includes ALL edible goods.

Cancellations cannot be made within 24 hours of the order being collected or delivered as the order may have gone into production - however we will always try our best to amend orders at short notice please contact us for details.

If we do cancel your contract, we will notify you by e-mail and will refund any payment you have made to us within 30 days of your order.

All refunds must be made within 30 days of the cancellation date and in the original payment format.

Receipt/proof of purchase must be shown to gain a full refund, otherwise refunds are at the discretion of Judys House Limited

9. Liability.

Both parties shall only be liable under this contract for losses, which are a reasonably foreseeable consequence of the relevant breach of contract

You must observe and comply with all applicable regulations and legislation, including obtaining all necessary customs, import or other permits to purchase goods from our site. The importation

or exportation of certain of our goods to you may be prohibited by certain national laws. We make no representation and accept no liability in respect of the export or import of the goods you purchase.

Notwithstanding the foregoing, nothing in these terms and conditions is intended to limit any rights you might have as a consumer under applicable local law or other statutory rights that may not be excluded nor in any way to exclude or limit our liability to you for any death or personal injury resulting from our negligence.

9 Notices

Unless otherwise expressly stated in these terms and conditions, all notices from you to us must be in writing and sent us by email to judy@judyshousefoods.co.uk All notices from us to you will be displayed on our website.

10 Changes to legal notices

We reserve the right to change these terms and conditions from time to time and you should look through them before making a purchase from us.

11 Invalidity

If any part of these terms and conditions is unenforceable (including any provision in which we exclude our liability to you) the enforceability of any other part of these conditions will not be affected.

12 Privacy

You acknowledge and agree to be bound by the terms of our Privacy Policy

13 Jurisdiction

These terms and conditions will be governed by the laws of England and Wales and by using the Website you agree to submit to the exclusive of the courts of England and Wales.

14 Intellectual Property

All the content on the site including pictures, graphic design and text are subject to copyright and other intellectual property rights held by 'Judys House Foods Limited'. The entire content of the site is copyrighted under applicable copyright laws.

The use of our site www.judyshousefoods.co.uk and its content is intended for the personal and wholesale/catering commercial use by the users of our site.

15 Use of the site

You may download, view, copy and print documents and graphics incorporated in these documents (the "Documents") from the Site subject to the following: (a) the Documents may be used solely for personal, informational, wholesale, catering purposes; and (b) the Documents may not be modified or altered in any way.

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