

# **Krafty Goat Limited**

## **TERMS & CONDITIONS OF SALE**

By purchasing goods from Krafty Goat Limited you enter a legally binding agreement with us on the following terms. You should read and understand these terms because they affect your rights and liabilities.

These terms describe the basis for all purchases by you and the sale by us, of our products, including online sales from our website.

### **INTERPRETATION**

In these terms of sale, "we" means "Krafty Goat Limited" (and "us" and "our" will be construed accordingly); and "you" means our customer or potential customer for products (and "your" will be construed accordingly).

The "Contract" means the contract for the sale and purchase of the "Goods".

"Goods" means a product or item offered for sale by us to you, that can be ordered via email, telephone and our website. The Goods are also available for sale outside the United Kingdom.

### **YOUR ORDER**

Orders are normally processed within 1-2 business days. We aim to despatch orders received before 13:00hrs, the same day, however we cannot guarantee this service during busy periods or for large/pallet orders. Orders are processed for delivery on business days only (unless otherwise organised).

The advertising of products on our Website constitutes an "invitation to treat"; and your order for products constitutes a contractual offer. No contract will come into force between you and us until we accept your order in accordance with the procedure detailed below.

We will not file a copy of these terms of sale specifically in relation to your order. We may update the version of these terms of sale on the website from time to time, and we do not guarantee that the version you have agreed to will remain accessible. The only language in which we provide these terms of sale is English.

Before you place your order, you will have the opportunity of identifying whether you have made any input errors by reviewing your invoice or checkout details before confirming your order. You may correct those input errors before placing your order by contacting us or modifying the checkout details.

### **DETAILS OF THE ORDER**

The quantity, price and description of the Goods will be those set out in your order. Orders are accepted at our sole discretion but are normally accepted if the Goods are available, the order reflects current pricing, you are based in the Delivery Area and your credit or account card is authorised for the transaction.

### **POSTAGE AND PACKAGING**

Postage and Packaging is charged on all orders unless otherwise stated.

### **PAYMENT TERMS**

Non Credit Accounts require payment upon receipt of invoice. Goods will not be released until payment in full is received. Payments will be accepted by card and PayPal through the website.

We will take all reasonable care to keep all information connected with your order secure but we cannot be held liable for any loss that you may suffer if a third party obtains unauthorised access to any data, including credit and account details you provide when accessing or ordering from our website, unless this is solely due to our negligence.

### **DELIVERY**

We deliver to all Mainland UK. Royal Mail UK services cover the Highlands and Islands, Scilly Isles and the Isle of Man. For non-Mainland UK, e.g. Ireland and the Channel Isles and Worldwide deliveries please contact us for a quotation.

We will deliver the Goods to the address you specify for delivery at the time of placing your order. It is important that this address is accurate. We cannot accept any liability for any loss or damage to the Goods once they have been delivered and signed for. We will aim to deliver the Goods ordered by 13:00 with Royal Mail 1<sup>st</sup> Class, Monday to Friday, but delivery times are not guaranteed especially during busy periods. This service is offered by our couriers and we cannot be liable should they not deliver next day and we have despatched on time as required. Should we knowingly be unable to deliver next day we will inform you. If delivery is delayed due to any cause beyond our reasonable control, the delivery date will be extended by a reasonable period and we will contact you.

All goods must be checked on delivery and not signed for until you are satisfied and fully accept delivery. If there is any sign of damage, please sign as "damaged" and report to us within 48 hours - claims for damaged items will not be otherwise accepted. Terms such as Unchecked or Not Checked are taken as clear acceptance of goods.

You must inform us of any discrepancies whatsoever within 48 hours of delivery. Reasonable assistance must be provided to the delivery driver to help unload, missed deliveries will incur re-delivery costs.

All liability of goods lies with the buyer once the item has been delivered. We do not cover for consequential loss, labour or courier / transportation costs.

## **RISK AND OWNERSHIP**

Risk of damage to or loss of the Goods passes to you at the time of delivery to you or, if you fail to take delivery at the agreed time, the time when we tried to deliver. You will only own the Goods once they have been successfully delivered and when we have received cleared payment in full.

## **RETURNS/OPTIONS TO CANCEL**

By law, customers within the European Union have the right to a 'cooling off period' within seven working days of their purchase being delivered.

If you wish to cancel your order, items may be returned within 7 days and you must contact us by email. If you decide to return an item to Krafty Goat Limited during this period, provided it is unopened and in its original packaging, you will be entitled to a partial refund of the cost of the item but not the delivery charge once the item is received by us, less any charges that may apply. Refunds will be to the value of the content of the product once production has been completed, prior to dispatch.

We do not refund courier costs either way. It is your duty to ensure the item(s) reach us in their original condition and we will not be liability for loss or damage of returned items so please ensure you take out the correct insurance cover. You must arrange for the return. Any non-faulty items will incur up to 25% handling charge. Some items that are non-returnable will be advertised as such.

If you are returning the items because they are damaged, faulty or in any way defective then Krafty Goat Limited will refund the delivery return fee on receipt of the goods or arrange our own collection service.

## **PRICING**

Our items to you will be charged at the current price displayed on our Website. Coffee is not charged VAT, however other products and delivery charges do incur a 20% VAT charge.

All pricing is in GBP and vatable products will be charged the current VAT rate. Krafty Goat Limited has the right to change pricing without notice.

In addition to the price of the products, you will have to pay a delivery charge, which will be as stated on your invoice.

## **WARRANTIES**

Krafty Goat aims to provide our customers with high quality products and takes all reasonable steps to ensure you are pleased with your purchase, unless otherwise stated our new products are covered only by the manufacturer's guarantee.

The purchaser further agrees to indemnify and hold harmless of the seller, its officers and employees from any claims, actions, lawsuits, judgments or liability arising from the use of this product. By purchasing this item the purchaser agrees to the above conditions of this sale and absolves seller, its officers, and employees of any and all liability regardless of its origin in the use of this product.

## **MATTERS OUT OF OUR CONTROL**

We will not be liable to you or in breach of the Contract for delay or failure to perform due to a cause beyond our reasonable control and for any delayed or failed deliveries due to the fault of our courier.

We accept no responsibility or liability for the content or operation of websites which are not under our control but may contain our product.

## **PRIVACY**

Our Customer Privacy Policy ensures that we will not pass on your details to any third party for marketing purposes. For the purposes of facilitating the efficient running of our business, you authorise us:

- to collect all information we may require from any third parties and authorise those third parties to release that information to us;
- to hold all information given by you or any third parties to us;
- to use that information, including giving information to any other person to facilitate collection of debts from you.

The information will be collected, held and used on the condition that:

- it will be held securely on Krafty Goat Limited's systems;
- it will be accessible to any of Krafty Goat Limited's employees who need access to it for the efficient running of Krafty Goat Limited's business;
- the customer may request access to and correction of it at any time.

## **GOVERNING LAW AND JURISDICTION**

These terms will be governed by English law and any disputes will be resolved exclusively by the English Courts. We reserve the right to amend these Terms of Sale at any time. Any goods supplied or sold by us, are governed by these Terms of Sale in accordance with English law.

If any provision of these Terms of Sale shall be invalid, void, illegal or unenforceable the validity, existence, legality and enforceability of the remaining provisions shall not be affected.

We do not accept your amendments to these terms and conditions.

## **COPYRIGHT**

All content and images used in by Krafty Goat Limited are copyright or trademarked and action will be taken against anyone using them without prior permission. We and our suppliers own the copyright, trademarks and all other intellectual property rights in all material and content on our products, mailshots and website. Any commercial or non-personal use or reproduction of the material or content is strictly prohibited.

## **CONSUMER GUARANTEES ACT/WARRANTY**

If you purchase the goods for the purposes of a business, the provisions of the Consumer Guarantees Act 1993 (Act) will not apply. If you are acquiring the goods for purposes other than for business, nothing in these Terms and Conditions of Sale limits the terms of the Act in any way.

## **LIMITATION OF LIABILITY AND INDEMNITY**

Subject to the above clause, the liability of Krafty Goat Limited for loss, damage or injury arising directly or indirectly from any defect of the goods supplied by us is limited to replacement or repair of the goods, or to damages not exceeding the price of such defective goods at the option of Krafty Goat Limited. We shall not be liable for any loss, damage, or injury caused by improper or incorrect operation or use of the goods supplied. We shall not be liable for any consequential indirect or special damage or loss of any kind whatsoever.

The customer shall indemnify us, our employees, officers, agents and contractors from and against any loss, costs, claims, damages, expenses (including legal costs and expenses on a solicitor/client basis), liabilities, proceedings or demands, whether direct or indirect, incurred or suffered by any of them as a result of your improper or incorrect use or care of the goods.

**YOUR ORDER IS SUBJECT TO THESE TERMS AND CONDITIONS OF SALE**

By purchasing goods from Krafty Goat Limited you have entered a legally binding agreement with us on these terms