

Jess's Ladies Organic Farm Milk.
Terms & Conditions
Updated October 2019.

JESS'S LADIES
ORGANIC
KEFIR

These terms will apply to any contract between us for the sale of product(s) to you (contract). Please read these terms carefully and make sure that you understand them, before ordering any product(s) from our site.

INFORMATION ABOUT US

We are Jess Ladies Organic Farm Milk Limited. Our address is:

Hardwicke Farm
Hardwicke
Gloucester
GL2 3QE

We are a registered company in England and Wales. Refer to Companies House for details.

PRICING

The prices of the product(s) will be as quoted on our site at the time you submit your order. We take all reasonable care to ensure that the prices of product(s) are correct at the time when the relevant information was entered onto the system.

OUR PRODUCT(S)

The images of the product(s) on our site are for illustrative purposes only. Although we have made every effort to display the product(s) accurately, the packaging of the product(s) may vary from the images on our site. For nutritional values, please see shop / labelling. For Best Before Date (BBD), please refer to the label on the shipped product. Do not consume after the BBD.

DELIVERY

We will contact you with an estimated delivery date which will be within 5 days of confirmation of your order. Occasionally our delivery to you may be affected by an event outside our control. We will advise you accordingly.

In the event you order product(s) from us and we have agreed with you by email or telephone of a specific delivery time or date, if you are then not available to accept the product(s) at the agreed time and date we will not be liable for any re-delivery charges to deliver the product(s) to you or indeed for the quality. These are dairy products and will be packaged for delivery accordingly.

We or our authorised carrier, DPD, may send you an email or SMS notification to advise you of an estimated delivery time prior to delivery.

We or our authorised carrier will not be held liable for any loss or damage suffered by you if you give instructions for us to leave your product(s) outside your house or outside any other address provided by you and the product(s) get lost or stolen.

If no one is available at your address to take delivery, our authorised carrier will leave you with a note advising you of where to collect the product(s).

Delivery of an order shall be completed when we or our authorised carrier deliver the product(s) to the address you gave us or when you collect the product(s) from the place our authorised carrier has notified you of. From this time the product(s) will be your responsibility.

HOW TO PAY

You can pay for product(s) using the electronic payment method set out on the check-out page which is limited to PayPal. Or pay on collection. Payments by PayPal are charged when you complete the check-out process within the PayPal secure gateway / payment environment.

DATA PROTECTION AND PRIVACY

By providing your details to us on our web site, you consent to us maintaining, recording, holding and using the information you give us at the time of ordering to process your orders, to improve our service to you and inform you of any promotions. All data is collected lawfully and maintained in accordance with the Data Protection Act 1998.

We take your privacy very seriously and will not pass your details to any third party without your permission, other than where we have to do so to get your product(s) to you, e.g. our delivery company.

We will use information about you to make marketing offers via email, telephone and mail based on your product(s) preferences from time to time.

If you opt-out from hearing from us or approved third parties, you will only be contacted by us regarding service issues including, but not exclusively, order confirmation and delivery confirmation, significant changes to terms and conditions and informational, non-marketing emails.

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