

Aldred's Terms & Conditions

Thank you for taking the time to read our Terms and Conditions.

Aldred's is operated and owned by Rebecca & Matthew Aldred

Email: aldredsfinecheese@outlook.com

All contracts will be made under English law and subject to the jurisdiction of the courts of England & Wales.

Delivery

Delivery of cheese or hampers will be via Hermes courier delivery or an alternative mainstream courier if Hermes isn't available.

Made in person to the Scarborough area or can be collected from Scarborough in person. If you would like your delivery on a set date that is outside of usual delivery your order can be collected from Scarborough by prior agreement. There will be no price reduction on cheese subscriptions for this.

Ordering Online

Once you place an order online, it is classed as an offer. By proceeding through the 'checkout process' and ticking the 'Accept' tick-box regarding these Terms and Conditions, you agree to these Terms and Conditions, and you are making an offer to purchase goods which, if accepted by Aldred's Fine Cheese, will result in a binding contract.

Your completion of the checkout process does not, however, constitute Aldred's Fine Cheese acceptance of your order. Payment will be taken from your debit/credit card and an acknowledgment of receipt of your order will be emailed to you. Acceptance of your order and the formation of a contract between you and Aldred's Fine Cheese will take place on dispatch to you of the products ordered, unless Aldred's Fine Cheese has notified you that they do not accept your order, or you have cancelled it (please refer to Returns and Refunds).

Whilst your debit/credit card will, therefore, be debited before the contract is formed, if your order is ultimately rejected, a full refund will be made immediately.

If for some reason you do not receive an email acknowledging receipt of your order, yet your credit/debit card has been debited, please notify Aldred's Fine Cheese without delay.

It is your responsibility to choose a suitably strong password and personal username to prevent unauthorised access to your account. Please keep these confidential and secure. All activity that takes place through your account is your responsibility. If you believe that your username or password has become known to, or is being used by, people other than you, please inform Aldred's Fine Cheese immediately.

Personal and credit/debit card details supplied by you must be correct and valid and such that you are authorised to use.

Pricing

Pricing includes VAT (where applicable) at the current rate. Prices may be updated periodically, and this may affect orders already in the system. If so, Aldred's Fine Cheese will inform you of the revised price before dispatching your order; you may then choose to accept or decline the order.

Payment is carried out through secure gateways using Stripe, Izettle or Square depending on how you order. All of these are world-recognised and established companies that accept all major credit and debit cards.

While Aldred's Fine Cheese tries to ensure that all prices on their website are accurate, errors may occur. If they discover an error in the price of goods you have ordered, they will inform you as soon as possible and give you the option of reconfirming your order at the correct price or cancelling it. If they are unable to contact you, they will treat the order as cancelled. If you cancel and you have already paid for the goods, you will receive a full refund.

Cancellation (Cheese and deli goods)

If you wish to cancel an order you have made, please contact Aldred's Fine Cheese immediately. Aldred's Fine Cheese may not accept cancellation of orders for

perishable items (such as cheese and meat), because cutting, packing and dispatch often happens very shortly after receiving the order. If Aldred's Fine Cheese accepts the cancellation of your order, and you have already paid for the goods, you will receive a full refund.

Returns and Refunds (cheese and deli goods)

You must inform Aldred's Fine Cheese within 24 hours of any problem with your delivered order. Do not return the goods – Aldred's Fine Cheese will organise collection or a courier to collect them so they can be inspected and will endeavour to resolve your concerns without delay.

Returns of perishable items (such as cheese and meat) are normally only accepted if the goods are found to be damaged before delivery to you. If Aldred's Fine Cheese accepts the return, and you have already paid for the goods, you will receive a full refund. However, we may reduce your refund to reflect any reduction in the value of the products caused by your mishandling of them.

Substitution

Farmhouse cheese is a 'living' product and sometimes it may not be possible to send you the exact cheese ordered. Where this occurs Aldred's Fine Cheese will dispatch a replacement of equal quality and value. If possible, you will be informed about the replacement and your agreement obtained before the order is dispatched to you.

Cutting and Weights

All cut cheeses are cut fresh by hand. Whole cheeses made by hand may vary occasionally in size, colour and weight. Where weights are listed for whole cheeses, therefore, they are approximate; if your order is 'light' on one item Aldred's Fine Cheese will endeavour to 'make it up' on another.

Copyright

All contents on these web pages is copyright to Aldred's Fine Cheese (including, but not limited to, all text, copy, logos, pictures, source code, design). The unauthorised use of any of the contents without written permission from Aldred's Fine Cheese is prohibited.

General

Accessing this website is at your own risk; Aldred's Fine Cheese does not guarantee that it is entirely error-free, despite comprehensive checking of facts and content.

Aldred's Fine Cheese will not be held liable for mistakes and misleading statements that are entirely accidental.

Aldred's Fine Cheese is not liable for the content of any third-party websites even if linked from this website and will not be held responsible for your protection and privacy on those websites.

Any liability under these Terms and Conditions cannot exceed the total price of your order.

Aldred's Fine Cheese is not responsible for any business loss or damage, which does not result directly from their actions, or that was not foreseeable at the time of ordering.

These Terms and Conditions are subject to review from time to time.

Gift cards and vouchers

Gift cards and Vouchers can be redeemed on all products unless marked otherwise both online, at the store and at events. No change or refund will be given but balances may be applied to future purchases. No replacement can be provided for lost, stolen or damaged gift cards. Gift cards will expire 12 months from date of purchase.

Christmas Orders

Aldred's Fine Cheese requires a 50% non-refundable deposit on all orders for Christmas cheeses, Christmas cheese pre-orders, hampers, gifts and any orders made from 15 November to 31 December. This is due to the high volume of orders we receive around this time and the need to pre-order much of our stock ahead of

customer collection. Our stock is perishable and may not be able to be sold easily before its best before date. The final 50% of payment can be made upon collection or before collection via payment link or paid over the phone. If you cancel your order and have already paid 100% for it a 50% refund will be given, if you have just paid your 50% upfront deposit this is non-refundable.

Cancellation and Refunds on Events & Catering

Event Booking: A minimum of 50% of the event cost per person is needed to reserve a place on any Aldred's Fine Cheese event. Full payment must be made 14 days prior to any event to confirm your place. It is the customers' responsibility to ensure the final 50% payment has been made in the 14 days prior to an event. Aldred's Fine Cheese will always endeavour where possible to contact the customer as a reminder of the final payment needed.

We regret that no cash/monetary refunds will be given for any events where a the customer has cancelled.

Customer cancellation of their attendance to an event giving more than 14 days notice we will transfer the full amount of their payment into credit and onto a voucher that can be used for any future Aldred's Fine Cheese events (or at Aldred's Fine Cheese discretion it may be used for food ordered instore to be consumed within the shop seating area). Customer cancellation of attendance to an event with less than 14 days' notice but more than 7 days' notice will incur only 50% of their payment being transferred into credit onto an Aldred's Fine Cheese Voucher to be spent on a future Aldred's Fine Cheese Event. Customer cancellation of attendance to an event with less than 7 days' notice will mean no credit or refund will be given for any of the payment made for an event. The event credit/refund policy is in place due to the ordering of perishable items for events that are often ordered solely for the purpose and exclusive use at events.

Transfer of attendance to another attendee at the arrangement of the customer incurs no admin charge but Aldred's Fine Cheese must be informed if this then alters any dietary requirements made at the time of the booking.

In the event of a cancellation of an event made by Aldred's Fine Cheese we will contact every booking customer by every method possible to discuss individually whether you'd like your booking to be transferred to a future event, receive credit for the amount you've paid to be spent on a future event or a refund to be given.

Refunds will only be given if this cancellation has been made by Aldred's Fine Cheese.

Catering

A minimum of 30% (or 10% depending upon your booking date) of the booking price will be required to secure a booking date. This is non-refundable or transferable as it secures your date and ensures no other bookings are taken on that date.

30% required for bookings in the same year

10% required for bookings not in the same year with 20% due in the January of the year of your booking to equal 30% of your original booking amount.

Full payment must be made 14 days prior to your booking date. It is the customers' responsibility to ensure the full payment has been made in the 14 days prior to an event. Booking amounts can be increased for guests numbers but cannot be reduced from the original booking amount.

Additional services can be added on but services cannot be reduced from the original booking.

Aldred's will always endeavour where possible to contact the customer as a reminder of the final payment needed. Catering will not be undertaken if full payment has not been made. We regret that no cash/monetary refunds will be given for any events where the customer has cancelled. Deposits are non refundable. For cancellations less than 62 days from an event full payment is still due as per the original booking amount.

In the event of a cancellation of a booking made by Aldred's Fine Cheese we will contact by every method possible that we hold on file for you to discuss individually whether you'd like your booking to be transferred to a future event, receive credit for the amount you've paid to be spent on a future event or a refund to be given.

Refunds will only be given if this cancellation has been made by Aldred's.