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## T E R M S   &   C O N D I T I O N S

**Policy:** It is the policy of Atholl Glens Organic Meat to treat our customers in exactly the way we like to be treated ourselves. We automatically switch off at the sight of small print, but it appears that not only to add to our credibility but to comply with new legislation (EC Distance Selling Directive) we are required to offer you our own 'large print' version. You should note that your statutory rights under the current consumer protection laws are not affected (more probably enhanced).

**Data & Privacy:** The information collected from you at the time you place an order (on you or those you gift to) will be stored in our database and is used purely to carry out instructions and action your payment.

**There are no circumstances** under which, this information might be passed to a third party.

**Supply:** We undertake to supply you with the goods described in these WebPages or in our literature by any date you might reasonably request knowing that our meat has to be processed and posted. If you have an urgent order it is always advisable to discuss your requirement on the telephone 01796 481482. Most of our products are nearly always available for immediate despatch. Unless we have specifically agreed otherwise, delivery will be as soon as possible and not longer than 30 days.

**Contact:** We will only contact you in connection with your instructions and keep you well informed should we have any difficulties providing you with the specific goods ordered, to be delivered by your date specified. We will not email you at all without your permission.

**Delivery:** You as the customer will recognise that we do rely on our Carrier (Business Post) to perform the 'contract'. We monitor the performance of our carriers continuously. Due to circumstances entirely beyond our control it is possible for the goods not to arrive by the requested time. If there is a delay of more than 24hours (1 day) after the expected time then we would offer some recompense for the delay. If the delay was more than 48hours (2 days) we would offer immediate despatch of a replacement parcel.

**Guarantee:** In the light of the forgoing you will appreciate that we feel confident that we can guarantee your total satisfaction with our product and service. Again you should note that your statutory rights under the current consumer protection laws are not affected (more probably enhanced).

**Refunds:** In the event of loss, late delivery or dissatisfaction with the product supplied and if a replacement is not acceptable, a full refund will be sent. The goods need not be returned (unless required by Business Post for their investigations). If initial payment was by Credit Card, then the refund will be made back to your Credit Card Company. If however payment was by cheque, then the refund will be posted to you by cheque promptly. Our major concern is to maintain our happy relationship with you our customer. If the goods ordered were a gift to a third party, the parcel is sent not only with your message but a note (and SAE) asking them (your giftee) to contact us immediately if they feel the goods are not in perfect condition or they believe the carrier has failed to deliver promptly. We suggest that we will attend to this without any fear of embarrassment to you. We feel this is what you the donor would want us to do on your behalf.

**Payment:** Although our customers offer payment at the time of placing their order, it is our policy not to action Credit Cards or cash cheques until the week in which the goods are to be despatched. Many of our customers submit their Christmas Orders in October and their payment therefore, may not be processed for almost eight weeks. Payment online is through our own bank the Royal Bank of Scotland which is totally secure (BS7799 – Code of Practice for Information Security Management).

**VAT:** Currently fresh meat is exempt from VAT within the UK.

**Complaints:** We take any complaint very seriously and we would expect to contact you almost by return – but there are times when this might lead to a delay of more than 24 hours.

Our high quality meat has been carefully processed and packaged and sent to you in our gourmet boxes to ensure the quality is maintained. It is important that the instructions on defrosting meat are followed carefully. See our notes on **Package Instructions**.

**Law and Jurisdiction:** Any contract for your purchase from Atholl Glens Organic Meat is governed by and has to be interpreted under the Law of Scotland and you agree that such contract will be subject to the non-exclusive jurisdiction of the Scottish courts.

**Final Note:** Although we have had to write down these important points we do hope that we can continue an open and trusting relationship with our existing customers as well as looking forward to developing this kind of relationship with all our future customers.