

# Terms, Conditions & other important information

## Hampers

**Prices and VAT** All prices are correct at going to print or publish; all prices include VAT and Delivery

**Rights of ownership** All goods remain the ownership of Secret Garden Kent until full payment and execution of delivery.

**The company** Secret Garden Enterprises Ltd. And the trading name The Secret Garden Hamper Company are a private Family company established 2006

**Delivery** During Peak times - December we cannot guarantee next day working day delivery. Orders are despatched within 2-3 working days of order. Delivery of single deliveries, delivery charges are included. If you order multiple hampers to the same address, these will be posted at the same time but we cannot guarantee they will all arrive together. The Majority of our Deliveries are made Tuesday to Friday as they contain fresh Ingredients.

**Incorrect Recipient details** Secret Garden Kent is not liable for any incorrect addresses given at order. Any additional charges occurred due to wrong details this will be liable by the person who ordered the Hamper or the company that ordered the Hampers.

**Delivery tracking** We cannot always give proof of delivery; however we offer a delivery tracking system through Parcel force.

**Substitution** All items are subject to availability, if for unseen circumstances we need to change an item we will replace the item with an item of greater value. We have the right to substitute any item at any time without notice. Products in the pictures are not always what is in the Hamper please check description.

**Props** Some of the Photos have props, i.e ribbons plates etc.. please read the description of full inclusive details.

**Purchase of items with Alcohol** Only over 18 year olds my purchase any hampers that include Alcohol

**Fresh Products** All Hampers containing fresh product. Will be labelled. Please refrigerate on delivery.

**Acts of God, union actions** The company is not liable for any extra costs due to loses or delays due to acts of god or any company disputes etc...

**Accepting Terms and conditions.**

Use of our website and any orders constitutes the acceptance of all terms and conditions.

## **Click and Collect Food Boxes**

**Prices and VAT** All prices are correct at going to print or publish.

**Rights of ownership** All goods remain the ownership of Secret Garden Kent until full payment and collection.

**The company** Secret Garden Enterprises Ltd. And the trading name The Secret Garden Hamper Company are a private Family company established 2006

**Collection** We require a min of 24 hours notice, during peak times Summer Months and Valentines, Easter etc... please be advised to get your order in ASAP, min 1 week.. We require a collection date and time when order placed.

**Dietaries.** Some of the Click and Collect items can be made to suit dietaries. Please ask for details. All dietaries must be informed at time of order.

**Substitution** All items are subject to availability, if for unseen circumstances we need to change an item we will replace the item .We have the right to substitute any item at any time without notice. Products in the pictures are not always what we have in the Food Boxes, check description in the Hamper please.

**Props** Some of the Photos have props, i.e ribbons plates etc.. Please read the description of full inclusive details.

**Purchase of items with Alcohol** Only over 18 year olds my purchase any hampers that include Alcohol

**Fresh Products** All the Click and Collect Food Boxes contain Fresh Products. Please refrigerate on delivery, and consume within 24-48 hours.

**Acts of God, union actions** The company is not liable for any extra costs due to loses or delays due to acts of god or any company disputes etc...

**Accepting Terms and conditions.**

Use of our website and any orders constitutes the acceptance of all terms and conditions

## GIFT VOUCHERS

**Refunds** Refund's for Gift Vouchers are not available, nor can we exchange gift vouchers for cash.

**Transferring** Gift vouchers are transferable for different products.

**Valid** for 12 months, extensions please ask.

**Cancelation** Should you be unable to attend due to the weather then our refund policy still holds, unless at our discretion we put in place an adverse weather condition policy, which is available from us on request.

**SG Closed** In the rare occasion we should have to close we will try and give you as much notice as possible. You will be offered a future alternative date. We are not liable for any costs that you may incur.

**Payment** We use a secure online Payment system. We will not pass on any of your contact details.

**Booking** Should you not wish to book by internet please call or contact us on the details below.

**Postage** All Gift vouchers are posted. All Post is posted 1st class and please allow three working days for any post to arrive, we take not responsibility for delays in the British postal system.

**Packaging** All Gift Vouchers are sent in a Gift box with bow.

**Cost of Post and Packaging** The cost of postage and packaging is £3.95 and is included in the cost of each Voucher price i.e £50.00 voucher will cost £53.95

### Company details

Registered Address:- Secret Garden Enterprises, Mersham Le Hatch Business Village, Hythe Road, Near Ashford Kent TN25 5NH

Telephone: 01233 501586

Email: [info@secretgardenkent.co.uk](mailto:info@secretgardenkent.co.uk)

Company Registration No. 568956