

Terms and Conditions / Ordering Information / Delivery Charges

Ordering

Using the order form, orders may be placed by:

Tel: 01753 623800

Fax: 01753 623656

Post: Hampers & Gifts Department, Windsor Farm Shop, Datchet Road, Old Windsor, Berkshire SL4 2RQ

Email: jtommony@windsorfarmshop.co.uk

Please ensure that all details are filled in correctly, including full name and address, postcode and daytime telephone number of the delivery address.

For orders with a number of different addresses, please supply details on an extra sheet.

Cancellations or alterations to orders must be made in writing at least 7 days prior to delivery.

All products are subject to availability. Windsor Farm Shop reserves the right to substitute products of equal or higher quality and value if necessary, errors and omissions excepted.

Props used are for photographic purposes only unless otherwise stated.

Payment & Prices

All orders must be paid for prior to despatch.

Payment can be made by cheque, cash, credit card/debit card. We cannot accept cash payment through the post.

VAT is charged at the current statutory rate and can be subject to change.

Delivery Charge

Delivery charges apply to each hamper/gift per delivery address. A discounted delivery charge may be given for bulk orders to one address. Price on application.

Delivery Charges

| | Zone A | Zone B | Zone C |
|-------------|--------|--------|--------|
| Holyrood | £ 9.95 | £14.95 | £25.95 |
| Highgrove | £ 9.95 | £14.95 | £25.95 |
| Windsor | £ 9.95 | £14.95 | £25.95 |
| Sandringham | £10.95 | £16.95 | £28.95 |
| Balmoral | £12.95 | £17.95 | £29.95 |

Zones

| | |
|---|----------------------------------|
| A | All England and Wales postcodes |
| B | Scotland (depending on location) |
| C | Northern Ireland |

All deliveries will be made Monday to Friday during working hours. For deliveries outside these times please telephone the Windsor Farm Shop (01753 623800) to organise by prior agreement.

Please ensure that all details on the order form are filled in correctly. Any delivery problems and redirections arising from incorrect address information will be charged for. We do not accept responsibility for non-delivery because of insufficient address information supplied.

The Windsor Farm Shop does not accept any responsibility for delay from any cause which results in delivery being made late.

Please ensure that the 'Delivery week commencing' box is completed.

A surcharge is applicable for deliveries to the Scilly Isles, Isle of Man, Isle of Wight, Channel Islands and Republic of Ireland.

Claims

Notification of damages, non delivery or any other issues must be made in writing within 14 days of the delivery date.

Greeting Cards

We offer a free of charge message card service. Each hamper can have a personalised message enclosed with up to 200 characters, including spaces and punctuation.

Queries

jtommony@windsorfarmshop.co.uk or telephone 01753 623800.