

# Susiespreserves.co.uk – Terms and Conditions

## Use of this website

The Susie's Preserves Limited Website is provided to you free of charge for your personal use subject to these terms and conditions. By using this site you agree to be bound by these terms and conditions.

## Privacy Policy

We will only use information we collect from you for the purpose of accepting payments and fulfilling your orders or to communicate with you about your orders and will not sell or give or otherwise share your details with any third party for any other purpose, unless required to do so by force of law.

Susie's Preserves Limited handles your payment card via our third-party payment clearance service provider, PROTX. Please visit their web site at <http://www.protx.com> for details of their security measures. We do not store any credit card details or similar sensitive information at <http://www.susiespreserves.co.uk>. All transactions are processed by Protx, who use bank-approved software and the highest level of encryption to ensure that your credit card details are kept secure at all times. The Protx certificate may be viewed by clicking on the padlock at the bottom of the payment pages.

## Orders.

All orders placed through the Susie's Preserves Limited Website are subject to our acceptance. We will normally despatch your order within 5 days of receiving it, however we may exceptionally take longer than this, and we also reserve the right to refuse any order for any reason. Our dispatch of the goods shall constitute acceptance.

## Payment

The price you pay is the final total shown at the checkout section of the order on our website. We will not debit your credit card or charge card until the transaction is cleared with your credit card provider by the Protx system.

## Delivery

The postage and packing prices shown refer to orders despatched to mainland UK destinations, via Royal Mail Standard Parcel Post. Delivery should be expected within five days after posting, however Susie's Preserves Limited have no control over the actual time taken.

## Product Returns

We are confident that you will be delighted with your purchase, however, if for any reason you are dissatisfied, please return the products using standard parcel post, preferably within the original packaging, to:

Susie's Preserves Limited,  
Redwings  
Leckhampstead  
Newbury  
BERKS, RG20 8QY

together with your name and address and details of your complaint and we will gladly refund your postage and the cost of the goods.

## Overseas Delivery

Susie's Preserves Limited will be delighted to send products abroad, however such orders cannot be processed via our website. Please contact us by email to [info@susiespreserves.co.uk](mailto:info@susiespreserves.co.uk) so that we can determine the most cost effective delivery and payment method. Please note that Susie's Preserves Limited does not warrant that any of the products available through this website will meet local laws and regulations outside of the United Kingdom. If you procure any such products you do so under your own responsibility and initiative

**Contacting Susie's Preserves**

Susie's Preserves Limited, Company Registration No 04957432 may be contacted by letter at their registered offices:

Susie's Preserves Limited  
Griffins Court  
24-32 London Road  
Newbury  
BERKS, RG14 1JX

Or by email to [info@susiespreserves.co.uk](mailto:info@susiespreserves.co.uk)

For ease and speed of response we would appreciate it if order enquiries would be directed via e-mail to the address above.

**Title to Goods**

Title in the goods passes to you immediately upon despatch. Susie's Preserves Limited shall not be liable for any loss delay or damage sustained during transit.

**Liability**

To the maximum extent permitted by law but not so as to limit your rights under the law Susie's Preserves Limited shall not be held liable in any way for products supplied through this website beyond the cost of the products concerned.

**Third Party Websites**

As a convenience to users of the Susie's Preserves Limited Website, links to other web sites or material are included within the Susie's Preserves Website.

You acknowledge and agree that such material is beyond the control of Susie's Preserves Limited, and that Susie's Preserves Limited is not responsible for such content, neither does Susie's Preserves Limited directly or indirectly imply any approval association sponsorship endorsement or affiliation with the linked website

**Severability**

If any of these Terms and Conditions is held by any court of competent authority to be unlawful, invalid or unenforceable, in whole or in part, this will not affect the validity of the remaining Terms and Conditions which will continue to be valid and enforceable to the fullest extent permitted by law.

**Applicable Law**

These Terms and Conditions shall be governed by and construed in accordance with the laws of England and any disputes will be decided exclusively by the English Courts.