

# Premier Foods Recipe Book Purchase - Terms and Conditions

## 1. WHAT THESE TERMS COVER

These are the terms and conditions on which we supply products to you. Please read the terms carefully before you submit your order to us. These terms tell you who we are, how we will provide products to you, how you and we may change or end the contract, what to do if there is a problem and other important information.

- 1.1 Premier Foods Group Limited ("we", "us", "our") is a company, registered in England (company number 281728), with its registered office at Premier House, Centrium Business Park, Griffiths Way, St. Albans, Hertfordshire AL1 2RE, United Kingdom.
- 1.2 Any use of the words "you", "your" or similar expression within these terms shall mean the purchaser of the products.

## 2. OUR CONTRACT WITH YOU

- 2.1 How we will accept your order. When you place an order, you will receive an email confirming your order. You may have the option to also receive notifications relating to your order by text message. The order confirmation notification is usually sent the same day that you place your order. Please note that the order confirmation notification is not acceptance of your order. Our acceptance of your order will take place once we have dispatched the products for delivery to you. You will receive an email (or text) notification once your order has been despatched.
- 2.2 Our website is solely for the promotion of our products in the UK. Unfortunately, we do not accept orders from or deliver to addresses outside the UK.
- 2.3 If we cannot accept your order. If we are unable to accept your order, we will inform you of this and will not charge you for the product. This might be because the product is out of stock, because of unexpected limits on our resources which we could not reasonably plan for, because your order has exceeded our maximum order limits (see paragraph 2.4 below), or if we reasonably believe you are purchasing the product to resell without our prior permission.
- 2.4 Maximum order quantities: You may place an order or order(s) for products from us (whether via the website or otherwise) for a maximum of 10 products in each calendar year. Orders placed by you for products in excess of this maximum order limit may not be accepted.
- 2.5 Please note that we are providing the products for promotional purposes only and accordingly we do not consent to our products being resold by you for commercial gain. We reserve the right to cancel any order we believe to have been purchased for this reason.

### 3. DELIVERY

The costs of the products will be as displayed to you on our website. You will be able to select either a standard delivery or express delivery service, at the prices advertised on the website. We will aim to despatch products to you within 3 working days of your receipt of the order confirmation notification (see paragraph 2.1). Once the products have been despatched you will be notified in accordance with paragraph 2.1. The timeframe for delivery from despatch will depend on the delivery service you have selected (estimated delivery times for each delivery service are set out with the delivery options on the website).

### 4. YOUR RIGHTS TO RETURN GOODS

- 4.1 If for any other reason you are unhappy with your order, to claim a full refund of your payment please return the book at your own cost within 14 calendar days following the day you receive it, in the original condition, with your full name, phone number and address. and at your own cost, to:

Premier Foods Group Ltd.  
Be-Ro Recipe Book  
HH Global  
5 Cranbook Way  
Shirley  
Solihull  
B90 4GT

- 4.2 If some or all of the Product(s) you receive from us do not match what you ordered, are damaged in some way whilst being delivered, or are not of satisfactory quality, you must advise us of this as soon as possible after receiving the Product(s) by telephoning us on 0800 032 7111 and returning the item to us. You may then, subject to availability, choose either:

(a) that we dispatch the correct product or a replacement product to you and provide a refund of your costs of returning the item; or

(b) that we provide you with a refunded in full, including a refund of the delivery charges for sending the item to you and the cost incurred by you in returning the item to us.

All refunds will be made by the method you used for payment.

### 5. HOW WE MAY USE YOUR PERSONAL INFORMATION

- 5.1 Like any other business, we use third party service providers to help us in providing services to our customers. Orders and distribution of products (whether placed via this website or by post) are managed by our third party service provider, Adare International Ltd. We also use third party service provider, Shopify, who provide our e-commerce platform. If you visit our website and click "Buy now" or "Purchase here" you will be re-directed to a payment website page hosted by Shopify, where

you be asked to input your delivery and payment details, so that your order for products can be processed.

5.2 We and our third party service provider(s) will use the personal information you provide to us to:

(a) manage your orders for products and to contact you about your order;

(b) to supply the products to you;

(c) to process your payment for the products;

(d) to process refunds;

(e) to respond to you if you contact us with a query or a complaint; and

(f) only if you have opted in to receive such information, then to give you information about similar products that we provide.

5.3 Please see our Privacy Policy for more details on how we handle, store and process your personal data. **Please also review Shopify's Privacy Policy before placing an order for products via the website: <https://www.shopify.com/legal/privacy>.**

## 6. GENERAL

6.1 If a court finds part of this contract illegal, the rest will continue in force. Each of the paragraphs of these terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.

6.2 Even if we delay in enforcing this contract, we can still enforce it later. If we do not insist immediately that you do anything you are required to do under these terms, or if we delay in taking steps against you in respect of your breaking this contract, that will not mean that you do not have to do those things and it will not prevent us taking steps against you at a later date.

6.3 These terms are governed by English law and you can bring legal proceedings in respect of the products in the English courts. If you live in Scotland you can bring legal proceedings in respect of the products in either the Scottish or the English courts. If you live in Northern Ireland you can bring legal proceedings in respect of the products in either the Northern Irish or the English courts.