

Terms and Conditions

Product availability

To maintain our high standards and freshness of product, some fresh products will be limited and at times unavailable. In the event of a particular Product being unavailable we reserve the right to substitute a similar product of equal or higher value or ship the remaining items on your order. We will make reasonable efforts to contact you first.

Basis of sale

When you click on 'Complete Order' you offer to buy the Goods at the prices indicated including any delivery charges that apply to your purchase.

All orders will be subject to these conditions.

If your order is accepted, a confirmation will be sent to the email or postal address you provided when placing your order. As the confirmation is sent to you automatically, an error may have been made of which we are not aware despite our best efforts. Because of this, we retain the right to cancel the order as set out under the 'Cancellation and return' heading.

Acceptance of order

Your order becomes binding as soon as we have accepted it, subject to your rights of cancellation.

Your order will be accepted as soon as we have confirmed your order. Our acceptance of your order is conditional on the availability of the Products you have ordered. If any of the Products you have ordered are unavailable, or should events occur beyond our reasonable control, we reserve the right to cancel your order without liability. In such circumstances we shall let you know as soon as possible.

Cancellation and return

If you are not completely satisfied with your purchase, you may exchange or refund your goods within 14 days of receipt. The goods must be returned to us in the same condition as supplied to you. Where your order is returned to us within 7 working days of your delivery, or you notify us in writing or by email of your wish to cancel your order within this period, minus postage and handling. It is not possible to return fresh food and drink because they are likely to deteriorate in the return process. This does not affect your statutory rights.

Claims for breakages must be made to the On-line Sales on 020 7580 3451 or by email to orders@peytonandbyrne.co.uk . Claims must be within 14 days of receipt.

Amendments

We reserve the right to alter or delete material from this site and may, at any time, revise these terms. You are bound by any such revision and we therefore recommend that you visit this page to review the current terms each time you revisit our site.

General

No order is binding on you or Peyton & Byrne until we have accepted it. You will own the items we supply you from the moment they are put in the hands of the postal service, or with our carriers, or on payment in full of the price of the Goods and any delivery charge, whichever is later.

It is the policy of Peyton & Byrne to ensure all goods are supplied to our customers in perfect condition and that every precaution is taken to protect the integrity of the Product that is sold.

Customs Duties may be payable by the overseas recipient and we regret we are unable to advise of these amounts.

If you have any queries, complaints, suggestions or comments about our Products, Services or these Terms and Conditions please contact our Order Department on 020 7580 3451 email: orders@peytonandbyrne.co.uk.

Definitions in these conditions

'Goods' means the goods in your shopping basket at the time of ordering. It includes any service that comes with any goods.

'Product or Products' means Peyton & Byrne Ltd

'we', 'us', 'our' means Peyton & Byrne Ltd

'you', 'your', means one of our customers

delivery information

All orders require a signature on delivery, if you are not available to receive your order it will be left with your local Post Office and you will notified by means of a card posted through your letter box by our courier. Your order can be delivered to an alternative address such as a neighbour or delivered to your place of work if this is more convenient.

Delivery rates

For next day delivery [24hours service] the charge is £17.50. All orders must be made before 12 noon. For orders made after 12 noon, the package will be posted on the next working day.

For three to five days delivery service the charge is £9.95. All orders must be made before 12 noon. For orders made after 12 noon, the package will be posted on the next working day.

Delivery charges are for one delivery to any single mainland United Kingdom address. This excludes Southern Island, Isle of Man and the Channel Islands. It may be possible to despatch some goods overseas. Please contact the Mail Order Department for details.

In the event of non arrival, please contact the Mail Order Department on 0207 580 3451 as soon as possible.

Christmas produce delivery and rates

Christmas produce including hampers will be dispatched individually and specific additional delivery terms and conditions may apply. This information will be available with the product details.

We guarantee all hamper orders for UK delivery will arrive in time for Christmas if placed before 19th December 2008, subject to availability.

Orders for non UK delivery must be placed before 15th December 2008 to guarantee delivery in time for Christmas.

If you require a hamper delivery on a specific week please clearly request the date you require at time of placing your order.

Hampers and other collections or products have a specific delivery charge. These charges are clearly identified in the product information detail.

Payment and prices

Payment can be made using Master Card, Visa, American Express, Switch, Delta, Maestro or Solo. No goods will be despatched until credit/debit cards transactions have been authorised and payment received.

All prices are VAT inclusive. VAT receipts are available on request.

Privacy policy

In order for Peyton & Byrne to process your order we collect personally identifiable information relating to you including name, address, phone number, e-mail address, credit/ debit card information.

We will only use your Personal Information for the purpose(s) for which you provide it to us – including, respond to your enquiries, handle orders, deliver items and process payments, communicate with you about orders, products, services and promotional offers, update our records and maintain any on-line account you may have with us, prevent or detect fraud or abuses of our Website.

We do not pass on personal details of our customers to third parties.

From time to time we employ other companies to perform functions on our behalf including fulfilling orders, delivering packages, sending customer communications, analysing data, processing credit card payments and providing customer service. They have access to personal information needed to perform their functions, but may not use it for other purposes.

Promotional offers: if you have consented in advance we will send you information on our promotional offers and those offered by our other businesses. If you no longer want to receive such offers, please notify us by email :order@Peytonandbyrne.co.uk

Fraud / Credit Risk: Where necessary to prevent fraud or reduce credit risk we may exchange your Personal Information with other companies and organisations;

We may transfer Personal Information which users in the European Union provide to us to other countries (including the United States), the data protection laws of which may differ from those of the European Union, and you expressly agree to such transfer.

We reserve the right to revise this Privacy Statement or any part of it from time to time. Please review the Privacy Statement periodically for changes. Unless stated otherwise, our current Privacy Statement applies from time to time to all information that we have about you.

Security

We employ security measures to prevent unauthorized access to information that we collect online.

We use a secure online order form for all purchases made via the Website. All data transmitted via this form (including credit card details) is 128bit encrypted to ensure secure transmission.

Please note that email correspondence with us is in free format text and cannot be encrypted. Accordingly please do not send any sensitive information such as credit card details or passwords via email.

A cookie is a text-only string of information that a website transfers to your computer's hard disk to remember who you are. A cookie will typically contain the name of the domain from which the cookie has come, the "lifetime" of the cookie, and a value - usually a randomly generated unique number.

When you visit our Website we send you a cookie. Cookies may be used in the following ways:

To enable the personalisation features on our Website which gives you the ability to *recall recently placed orders*, recently viewed pages and see information which you have input on line.

To compile anonymous, aggregated statistics that allow us to understand how users use our Website and to help us improve the structure of our Website and the service to our customers. We cannot identify you personally in this way.

Disabling / enabling cookies

You can accept or decline "cookies" by modifying the setting in your browser. Please note that if you disable "cookies" you may not be able to use all the features of our Website.

Contact us

Should you have any queries or wish to order by telephone or in writing, please contact the Order Department.

Telephone: 0207 580 3451

Post: Peyton & Byrne , 196 Tottenham High St, Heals Building, W1T 7LQ,London

Email: order@PeytonandByrne.com