

# Terms and Conditions for Prime Picker

## Fruit Delivery Contents

Whilst we aim to deliver the full contents of your box to you, we are governed by the seasons and the availability of the best quality fruit, so there may be substitutions on occasion.

Standard boxes contain:

**BOX 27**      4KG - 6 apple, 6 banana, 4 pears, 4 clementines, 5 plums.

**Box 40**      6kg - 9 apple, 9 banana, 7 pears, 6 clementines, 6 plums, punnet of grapes (500g = 3 medium size fruit)

**Box 50**      7.5-8 kg - 12 apple, 12 banana, 8 pears, 8 clementines, 7 plums, punnet of grapes.

**Box 50 Seasonal**      peach instead of clementines, apricot instead of plums, berries instead of grapes.

## Repeat Orders

We're fully flexible and happy to accept repeat weekly and fortnightly orders, as well as one-off purchases. You can cancel or suspend your order at any time. Any cancellation within 48 hours of your regular delivery date will still be charged for.

## Cancellation Policy

To avoid being charged, please cancel your regular order before 10am two business days before your delivery by either emailing at xxxxxxxxxxx or calling xxxxxxxxxxx. Any order cancelled within 48 hours of the delivery date will incur your usual charge.

## Return & Refund Policy

Due to the perishable nature of our products, we cannot accept returns, however we do guarantee the quality of the contents of each box we send out. Please call us immediately if you have a problem with your order. We will either ship a replacement or refund your purchase to the payment method used.

## **Quality Guarantee**

We guarantee that our fruit will last at least three days when the fruit is kept at an ambient temperature of 15 – 20 degrees. Quality may be impacted in hotter or colder homes and offices.

Please let us know if you're not satisfied with the fruit on the day of delivery.

## **Placing Your Order and Delivery**

You can order online, via email or over the phone. All deliveries will be sent to the address given at the point of order. Once the products are delivered to this address, ownership passes to you.

If you are unable to accept delivery, please notify us of a safe place or any specific requirements.

## **Invoicing and Payment**

We accept all major debit and credit cards through the online booking system for all home deliveries.

If businesses prefer a monthly invoice, please call the office on xxxxx xxxxxx. Invoices will be sent out at the end of each month; payment will be due within 14 days. Interest may be charged for late payments at 4% for the first month and up to 10% for ensuing months.

## **When do you deliver?**

We deliver five days a week. Delivery times are between 10am and mid-afternoon. Your box will be packed on the morning of your delivery, so everything is super-fresh.

We don't deliver at weekends or on Bank Holidays.

## **Holidays and Bank Holidays**

We don't deliver on Bank Holiday Mondays; these deliveries will automatically be delivered on Tuesday. Good Friday deliveries will be made a day early, on Thursday. The schedule for Christmas will be posted on our website and social media at the beginning of December.

Contact Details - [01233 367923](tel:01233367923) - [orders@primepickerbox.co.uk](mailto:orders@primepickerbox.co.uk)