

# White Beach Haylage

## Terms & Conditions

### *Payment*

Payment is required in advance of collection or delivery and can be taken by credit card, debit card, American Express, electronic payment into our bank account by BACS, or by cheque. Cheques have to be cleared before the order is dispatched.

### *Delivery*

Standard delivery is included in the price per kilo for your post code and takes place 4 working days after the day the payment is accepted. For example, if you place an order and make payment on Monday, the delivery will be with you on Friday.

A delivery time cannot be specified with the standard delivery.

If an order is received and payment made before 9:00am, a 3 working day delivery can be arranged subject to availability.

Additional Delivery Options are as follows:

1. Delivery before 3:00pm (£5.45 surcharge\*)
2. Delivery either am or pm (£7.63 surcharge\*)
3. Delivery at a specified time between 9:00am and 5:00 pm (£16.35 surcharge\*)
4. 24 and 48 Hour Delivery – Price is post code dependent, please request a quote.

\*prices correct as at 1<sup>st</sup> May 2011, includes a 9.0% fuel surcharge and may vary.

### *Conditions of Delivery*

The Carrier will only deliver the pallet to the designated address. They cannot move the pallet from where they unload it, or take the bales off the pallet and carry them into a building etc.

The Carrier cannot deliver to where it may get stuck, for example in a muddy field or onto wet grass, or where access is restricted or the vehicle may get damaged, or down a very narrow lane with branches overhanging which makes the access narrower than the width of the vehicle etc.

Deliveries are carried out by a third party through Palletline, who are a highly regarded and very professional carrier. Different companies work under the Palletline umbrella; if any damage occurs to your property whilst the delivery is being undertaken, you must deal with the company making the delivery directly. White Beach Haylage accepts no liability whatsoever for any damage or claims therein.

The approximate size of a 7.5 tonne delivery vehicle is equivalent to a refuse lorry or 2-3 capacity horse box.

A 7.5 tonne delivery vehicle can only carry a payload of 2 tonne, which is a maximum of 2 pallets. If your order is for the delivery of 3 or more pallets at one time, a larger vehicle would have to make the delivery in order to qualify for a discount.

If the carrier cannot unload the pallet without the presence of the customer and cannot contact the customer by the phone number supplied on the Haylage Order Form, Palletline will contact White Beach Haylage to request that we attempt to contact the customer. If contact is still not possible, the pallet will be returned to the Palletline base and a further delivery charge will be levied, which will have to be paid before the re-delivery is attempted.

### *Reserving Pallets*

A deposit of £25.00 for each pallet reserved is required. The deposit is paid by you on one of three conditions as follows:

1. The Haylage crop has not yet been harvested. If we can't supply you for any reason whatsoever, a full refund of your deposit will be made.
2. The Haylage crop has been harvested but the laboratory analysis has not yet been carried out. If the analysis shows the crop not to be suitable for equines or for your specific requirements e.g. suitable for laminitics, a full refund will be made.
3. The Haylage has been made and analysed and the pallet you reserve will have a field and pallet number and is just waiting for you to request delivery and pay the balance due. If you cancel your order or you do not take delivery before 31<sup>st</sup> May 2012, the deposit will be forfeited and that pallet will then be available to be sold to another customer.

Once you have made a reservation, the price per kilo will not alter, regardless of any market price increases.

The Reservation Invoice will list the condition number(s) that apply to your reservation order at the time of order.

The balance of the cost of the pallet(s) that are to be delivered must be received by us 4 working days before the required delivery date.

In the event that the deposit must be refunded, if you paid it by credit or debit card, as long as it goes back onto the same card, no charge will be made; otherwise a card processing fee will apply.

### *Product Refunds*

A full refund will be given for any bales damaged in transit or found to unsuitable when opened. However, a refund will not be made if damage occurred due to puncture, birds or rodents after delivery has been made. A photograph of the bale and haylage to support a refund will be necessary and we may ask for a sample to be sent to us for laboratory testing for further investigation.

### *Product Disclaimer*

White Beach Haylage accepts no liability whatsoever for any damage or loss (direct, indirect or consequential) as a result of the use and feeding of this product.