

Terms and Conditions

Welcome to our website. If you continue to browse and use our website you are agreeing to comply with and be bound by the following terms and conditions of use. Together with our [Privacy Policy](#) this governs Snack Swift Ltd's relationship with you in relation to this website.

The term "Greenhalgh's Craft Bakery" or "us" or "we" or "our" refers to the Owner of the website whose registered office is **Snack Swift Ltd** The term "you" refers to the user or viewer of our website.

The use of this website is subject to the following terms of use:

The content of the pages of this website is for your general information and use only. ***It is subject to change without notice.***

Neither we nor any third parties provide any warranty or guarantee as to the accuracy, timeliness, performance, completeness or suitability of the information and materials found or offered on this website for any particular purpose. By using the website you acknowledge that such information and materials may contain inaccuracies or errors and we expressly exclude liability for any such inaccuracies or errors to the fullest extent permitted by law.

Our website and online services are not intended to be used by anyone under the age of 16 meaning you must be 16 years old to use these service. Some of our products have an age restriction and your age must be verified before the product will be delivered to you. If you are currently under the age of 16 and have been using our online services then you must stop and we ask that you [contact us](#) to request account deletion.

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Unauthorised use of this website may give rise to a claim for damages and/or be a criminal offence.

From time to time this website may also include links to other websites. These links are provided for your convenience to provide further information. They do not signify that we endorse the website(s). We have no responsibility for the content of the linked website(s).

You may not create a link to this website from another website or document without Snack Swift Ltd's prior written consent.

Your use of this website and any dispute arising out of such use of the website is subject to the laws of England and Wales.

FOOD ALLERGY DISCLAIMER

Snack Swift Ltd is NOT an allergy-free site. We cannot guarantee that our products are free from ingredients that may affect those with food allergies. At Greenhalgh's we recognise the seriousness of food allergies and we recommend that you [contact us](#) before you place an order to inform us of any food allergies that you or your party may have, we reserve the right to decline any orders for clients with serious food allergies. Snack Swift Ltd will not assume any liability for adverse reactions to our products.

The following ingredients are used in our kitchen:

- Milk and other dairy products
- Eggs
- Nuts:, pecans, walnuts, almonds, cashews, coconut
- Wheat and gluten

Please note that NHS research has found a possible link between certain artificial colours used in food and problems with hyperactivity in children.

- Meat products – **Warning: Although every care has been taken to remove bones, small bones may remain.**

Please note that NHS research has found a possible link between certain artificial colours used in food and problems with hyperactivity in children.

Snack Swift Ltd may change product specifications or information at any time, and as such, there may be a delay in the product description and specification being updated on the website. We would therefore advise you to review the product packaging for the latest product information.

The information is provided in good faith and is based on details provided to Snack Swift Ltd by the suppliers of those products. In providing the information, Snack Swift Ltd is relying on the accuracy and completeness of the product information ***provided by suppliers.*** Whilst Snack Swift Ltd has certain processes to help ensure this information is up-to-date and accurate, we cannot be held responsible for any inaccuracies or omissions in this information. This is particularly important because, where recipes and/or formulations are changed by the suppliers, the information on the website may be inaccurate for a period of time, until such time as Snack Swift Ltd is notified by the relevant supplier, and such changes have been updated. We would therefore advise you to always review the product packaging for the latest product information.

Please note that Snack Swift Ltd cannot and shall not be liable for any cross contamination issues that may occur during its preparation at the customer's site or once. Snack Swift Ltd have otherwise delivered it. For full and up-to-date product details, including any allergen information, please refer to the product packaging or alternatively please contact our office. **Again we would like to reiterate that although every care has been taken to remove bones from our meat product, some small bones/fragments may remain.**

Orders

All orders for goods accepted by Snack Swift Ltd (“Greenhalgh’s Craft Bakery”) are accepted subject to the following conditions that shall form part of and govern the contract of sale:

- Acceptance of goods shall be deemed to be acceptance of these conditions of sale.
- No agent or representative of Snack Swift Ltd has the authority to vary these conditions unless endorsed in writing by a Director of the Company.
- All orders for products or services will be acknowledged.
- Confirmation of the price shall at all times be **when the order is accepted** by Snack Swift Ltd and such orders shall be shipped at the prices shown on the order acceptance which shall normally be the price or cost as shown on our website on the date of the order.
- Up to date prices are published on our website which is continuously updated.

Terms: Orders are shipped with any delivery costs shown where appropriate.

Payments and Prices

- Our Policy requires 100% prepayment in advance for any orders made from this website. Such payments are not refundable once the merchandise is ordered, except as where shown in these terms.
- Payment is to be made via credit or debit card or other methods shown as acceptable on this website.
- No other methods of payment are acceptable unless otherwise agreed in writing by Snack Swift Ltd.
- No goods shall be dispatched until payment has been made to and accepted by Snack Swift Ltd.
- Credit card companies may require address verification (your credit card billing address) or other security information on web site transactions.
- Any incorrect information given may result in a delayed or cancelled order for which Snack Swift Ltd accepts no responsibility.
- EU residents pay the VAT inclusive price (VAT at appropriate rate, currently 20%). Non-EU/exempt pays the VAT exclusive price.
- Visa, Mastercard, American Express, Switch and Delta cards are acceptable subject to individual credit/debit limits and the Authorisation Policy of the card issuing organisations.
- We cannot accept any responsibility or liability in the event that a card payment fails or is refused.
- Security on the transactions is protected by secure server process via STRIPE and KLARNA. Specific security information may be obtained by calling their customer support on 0845 111 44 55 or viewing their website at [STRIPE.com](https://www.stripe.com)

Delivery

- Snack Swift Ltd shall dispatch goods to the purchaser on the chosen date for delivery, **provided that all monies due have been received.**
- Snack Swift Ltd entrusts third party delivery companies to deliver our nationwide customer orders. Snack Swift Ltd will track and ensure all orders are delivered to the customers chosen address. In the event an order is left in a safe place and not with the customer, Snack Swift Ltd **WILL NOT** accept responsibility for theft of that parcel or delivery.

Unavailability of goods

- The purchaser will be notified if goods are unavailable or if there is any delay which may result in goods being delivered outside this period.
- In the event of a delay being more than 28 days Snack Swift ltd shall offer the purchaser the right to cancel the order and shall make ***immediate refund*** to the purchaser of monies paid if the order is cancelled by the purchaser resulting from the delay.
- In the event that any goods are unavailable, Snack Swift ltd shall make a refund (or product substitution) to the purchaser of monies paid or notify the purchaser if only part of an order can be fulfilled. The purchaser will be then offered the opportunity to accept part of the order.
- If the purchaser accepts part of the order Snack Swift ltd shall make refund to the purchaser of monies paid relating to the unavailable goods only.
- In the event that a product is unavailable, Greenhalgh's will make a product substitution to a higher/equal product value.

Liability for unsatisfactory goods

- Liability for any claim for damage by the purchaser shall diminish with delay in notification to Snack Swift ltd. The purchaser should notify Snack Swift ltd of any damage to goods within ***one day of delivery***. (*This period may be extended at the sole discretion of Snack Swift ltd*).
- In the event that goods differ in quantity or description from those ordered the purchaser shall notify Snack Swift ltd in writing immediately. Failure to do so could diminish the liability of Snack Swift ltd.

Returned Goods

- The purchaser shall, unless otherwise stated be responsible for the cost of return of all goods to Snack Swift ltd.
- The returned goods shall be at the risk of the purchaser until actual receipt of the goods by Snack Swift ltd – the onus of proof of safe delivery shall rest with the purchaser.
- No credit shall be allowed for goods until they have been received by Greenhalgh's complete.
- Some customer concerns about goods may require further investigation and immediate refunds or credits may not always be possible. The full goods or majority of goods must be returned within 24-48 hours to allow Greenhalgh's to fairly assess the situation.
- A full credit (not including carriage costs) shall be given by Snack Swift ltd to the purchaser in the event that goods are faulty or damaged at the time of delivery and notice of fault or damage is given by the purchaser to Snack Swift ltd immediately upon receipt of the goods.
- Shipments returned marked refused will not result in refund and refusal of a shipment does not relieve the purchaser's liability for paying any carriage charges incurred in the return of the goods to Snack Swift ltd.
- We do not warrant the suitability of goods or services for a particular purpose other than that illustrated within product/service instructions specifications or guides and purchasers should check specifications size and suitability before ordering.

Consequential Loss

- The extent of Snack Swift ltd liability to the purchaser for any default or breach whatsoever shall in no case exceed the invoice value of the goods.

- Snackswift shall in no circumstances whatsoever be liable to the purchaser in respect of any loss or damage whether suffered by the purchaser or by any customer of the purchaser and whether direct or indirect consequential. *The exception to this being where the parties to the transaction could have contemplated such a loss at the time of the contract.*

Law and Consumer Rights

- If any part of these Terms and Conditions shall be found to be unlawful it shall not affect the validity or enforceability of the remainder of the conditions, provided the contract is capable of continuing without such Terms and Conditions.
- These Terms and Conditions are governed by English law except where the statutory rights of consumers within the European Union are otherwise protected within the law of the state or country of delivery.
- In respect of consumer statutory rights within the European Union these are unaffected by these Terms and Conditions.

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Customer Care

In the event of any complaint or customer care matter, please call our Customer Services line, contact us via the e-mail address shown, write to us using the address below or use our contact us form on this website.

We will endeavour to resolve matters within five working days.

Contact number: 077 621 21 869

(The cost of any telephone calls shall be at the applicable rate of the country of origin. No premium rate telephone charges are levied by this organisation nor do we receive any share of any telephone call charges. The telephone lines are open normally Monday to Friday between the hours of 9-00am and 4-45pm GMT or BST depending on the time of year).

Email: admin@crucialcatering.co.uk , www.crucialcatering.co.uk)

Address: Snack Swift Ltd. Wednesbury

To help us assist you as quickly as possible, could you please provide the following information, or have this to hand if you are calling us:

- The name in which goods were purchased.
- Date of purchase.
- Location of purchase (if online please state online).
- Item(s) purchased.

Please do not hesitate to contact us for any Snack Swift Ltd query or issue you may have.

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Discounts and vouchers

On occasion Snack Swift Ltd will offer discounted promotions on various products. These discounted items will be available for the amount of time stated on the product. Snack Swift Ltd reserves the right to extend this promotion or stop this promotion without notice.

Customers who receive an electronic voucher code will be able to use their codes for an ONLINE ORDER only and not in a Snack Swift Ltd retail store. Customers who receive a paper voucher will be able to use their voucher **IN STORE ONLY** at any Snack Swift Ltd Retail Store or Sandwich Van.

These vouchers **CANNOT** be used in exchange for Cash and every voucher code will have an expiry date of 6 months after the customer receives the voucher.

Online vouchers **CANNOT** be used in conjunction with any other vouchers, Pie Points or with any Greenhalgh's products which are on a discounted promotion.

All voucher codes must be entered correctly into the coupon code box and must be applied at the checkout. Please note that our promotional e-voucher codes do have a usage limit of 2 per customer, meaning a customer may use each chose twice for 2 separate transactions.

Customer promotion codes cannot be used on items which are already discounted. Items which are already discounted will be excluded from promotional e-voucher codes and Pie Points.