
TERMS OF SALE

BACKGROUND:

These Terms of Sale, together with any and all other documents referred to herein, set out the terms under which Goods are sold by Us to consumers through this website, www.bitefree.co.uk ("Our Site"). Please read these Terms of Sale carefully and ensure that you understand them before ordering any Goods from Our Site. You will be required to read and accept these Terms of Sale when ordering Goods. If you do not agree to comply with and be bound by these Terms of Sale, you will not be able to order Goods through Our Site. These Terms of Sale, as well as any and all Contracts are in the English language only.

1. Definitions and Interpretation

1. In these Terms of Sale, unless the context otherwise requires, the following expressions have the following meanings:

"Contract"	means a contract for the purchase and sale of Goods, as explained in Clause 8;
"Goods"	means the goods sold by Us through Our Site;
"Order"	means your order for Goods;
"Order Confirmation"	means our acceptance and confirmation of your Order;
"Order Number"	means the reference number for your Order; and
"We/Us/Our"	means Eureka [of Tigh na Darroch, Ardfern Argyll

2. Information About Us

1. Our Site www.bitefree.co.uk is owned and operated by Eureka of Tigh na Darroch, Ardfern, Argyll, PA31 8QN.

3. Access to and Use of Our Site

1. Access to Our Site is free of charge.
2. It is your responsibility to make any and all arrangements necessary in order to access Our Site.
3. Access to Our Site is provided "as is" and on an "as available" basis. We may alter, suspend or discontinue Our Site (or any part of it) at any time and without notice. We will not be liable to you in any way if Our Site (or any part of it) is unavailable at any time and for any period.
4. Use of Our Site is subject to our [Website Terms of Use](#). Please ensure that you have read them carefully and that you understand them.

4. Age Restrictions

1. Consumers may only purchase Goods through Our Site if they are at least 18 years of age.

5. Business Customers

These Terms of Sale do not apply to customers purchasing Goods in the course of business. We do not sell wholesale or to trade via our website. If you are a business and wish to enquire about trade purchasing for resale, please contact us via info@bitefree.co.uk

6. International Customers

Please note that We are happy to deliver outside the UK and shipment is still included in the online shop price. However, we reserve the right to contact you if additional processing or shipment costs are incurred, for which you may be liable.

7. Goods, Pricing and Availability

1. We make all reasonable efforts to ensure that all descriptions and graphical representations of Goods available from Us correspond to the actual Goods. Please note, however, the following:
 1. Images of Goods are for illustrative purposes only. There may be slight variations in colour between the image of a product and the actual product sold due to differences in computer displays and lighting conditions;
 2. Images and/or descriptions of packaging are for illustrative purposes only, the actual packaging of Goods may vary.
 3. [Due to the nature of the Goods sold through Our Site, there may be up to a 2%% variance in the capacity, of those Goods between the actual Goods and the description.
2. Please note that sub-Clause 7.1 does not exclude Our responsibility for mistakes due to negligence on Our part and refers only to minor variations of the correct Goods, not to different Goods altogether. Please refer to Clause 11 if you receive incorrect Goods (i.e. Goods that are not as described).
3. Where appropriate, you may be required to select the required size of the Goods that you are purchasing.
4. Minor changes may, from time to time, be made to certain Goods between your Order being placed and Us processing that Order and dispatching the Goods, for example, to reflect changes in relevant laws and regulatory requirements, or to address particular technical or security issues. Any such changes will not change any main characteristics of the Goods and will not normally affect your use of those Goods. Occasionally, packaging may vary due to availability..
5. We make all reasonable efforts to ensure that all prices shown on Our Site are correct at the time of going online. We reserve the right to change prices and to add, alter, or remove special offers from time to time and as necessary. Pricing information is reviewed and updated every 12 months.
6. All prices are checked by Us before We accept your Order. In the unlikely event that We have shown incorrect pricing information, We will contact you in writing to inform you of the mistake. If the correct price is lower than that shown when you made your Order, we will simply charge you the lower amount and continue processing your Order. If the correct price is higher, We

will give you the option to purchase the Goods at the correct price or to cancel your Order (or the affected part of it). We will not proceed with processing your Order in this case until you respond. If We do not receive a response from you within 24 hours We will treat your Order as cancelled and notify you of this in writing.

7. In the event that the price of Goods you have ordered changes between your Order being placed and Us processing that Order and taking payment, you will be charged the price shown on Our Site at the time of placing your Order.

8. Orders – How Contracts Are Formed

1. Our Site will guide you through the ordering process. Before submitting your Order you will be given the opportunity to review your Order and amend it. Please ensure that you have checked your Order carefully before submitting it.
2. If, during the order process, you provide Us with incorrect or incomplete information, please contact Us as soon as possible. If We are unable to process your Order due to incorrect or incomplete information, We will contact you to ask to correct it. If you do not give Us the accurate or complete information within a reasonable time of Our request, We will cancel your Order and treat the Contract as being at an end. If We incur any costs as a result of your incorrect or incomplete information, We may pass those costs on to you.
3. No part of Our Site constitutes a contractual offer capable of acceptance. Your Order constitutes a contractual offer that We may, at Our sole discretion, accept. Our acknowledgement of receipt of your Order does not mean that we have accepted it. Our acceptance is indicated by Us sending you an Order Confirmation by email. Only once We have sent you an Order Confirmation will there be a legally binding Contract between Us and you.
4. Order Confirmations shall contain the following information:
 1. Your Order Number;
 2. Confirmation of the Goods ordered including full details of the main characteristics of those Goods;
 3. Fully itemised pricing for the Goods ordered including, where appropriate, taxes, delivery and other additional charge.
 4. Orders are usually sent first class by Royal Mail.
5. In the unlikely event that We do not accept or cannot fulfil your Order for any reason, We will explain why in writing. No payment will be taken. If We have taken payment any such sums will be refunded to you as soon as possible and in any event within 24 hours.
6. Any refunds due under this Clause 8 will be made using the same payment method that you used when ordering the Goods.

9. Payment

1. Payment for Goods and related delivery charges must always be made in advance and you will be prompted to pay during the order process. Your chosen payment method will be charged on point of order and checkout.
2. We accept the following methods of payment on Our Site:
 1. Paypal – We use this third party payment processor to ensure the safety and security of your data, and therefore do not handle or store

any of your payment details. You will have the option to pay either with a PayPal account or by credit/debit card.

10. Delivery, Risk and Ownership

1. All Goods purchased through Our Site will normally be shipped to your delivery address within 24 hours after the date of Our Order Confirmation unless otherwise agreed or specified during the Order process (subject to delays caused by events outside of Our control, for which see Clause 14).
2. If for any reason we are unable to deliver the Goods to your chosen delivery address, we will leave a note informing you that the Goods have been returned to our premises with instructions for arranging re-delivery. If you do not collect the Goods or arrange for re-delivery, we will contact you to ask for further instructions. We may charge you for storage costs and for re-delivery. If we cannot contact you despite our reasonable efforts, or we cannot arrange re-delivery or collection, we may end the Contract and issue you with a refund but may deduct a reasonable sum in compensation for any net costs incurred by us as a result.
3. In the unlikely event that We fail to deliver the Goods within 7 days of Our Order Confirmation (or as otherwise agreed or specified as under sub-Clause 10.1), if any of the following apply you may treat the Contract as being at an end immediately:
 1. We have refused to deliver your Goods; or
 2. In light of all relevant circumstances, delivery within that time period was essential; or
 3. You told Us when ordering the Goods that delivery within that time period was essential.
4. If you do not wish to cancel under sub-Clause 10.3 or if none of the specified circumstances apply, you may specify a new (reasonable) delivery date. If We fail to meet the new deadline, you may then treat the Contract as being at an end.

Delivery shall be deemed complete and the responsibility for the Goods will pass to you once We have delivered the Goods to the address including, where relevant, any alternative address you have provided.

5. Any refunds due under this Clause 10 will be made using the same payment method that you used when ordering the Goods.

11. Faulty, Damaged or Incorrect Goods

1. By law, We must provide goods that are of satisfactory quality, fit for purpose, as described at the time of purchase, in accordance with any pre-contract information We have provided, and that match any samples or models that you have seen or examined (unless We have made you aware of any differences). If any digital content is included in the Goods, that digital content must also conform. If any Goods you have purchased do not comply and, for example, have faults or are damaged when you receive them, or if you receive incorrect (or incorrectly priced) Goods, please contact Us at info@bitefree.co.uk as soon as reasonably possible to inform Us of the fault, damage or error, and to arrange for a refund, repair or replacement.
2. Due to the nature of the product, goods may not be returned.

3. Refunds (whether full or partial, including reductions in price) under this Clause 11 will be issued within 14 calendar days of the day on which We agree that you are entitled to the refund.
4. Any and all refunds issued under this Clause 11 will include all delivery costs paid by you when the Goods were originally purchased.
5. Refunds under this Clause 11 will be made using the same payment method that you used when ordering the Goods.
6. For further information on your rights as a consumer, please contact your local Citizens' Advice Bureau or Trading Standards Office.
 1. If the Goods have been inseparably mixed with other items (according to their nature) after you have received them.
7. Refunds under this Clause 12 will be issued to you within 14 calendar days of the following:
 1. The day on which We receive the Goods back; or
 2. The day on which you inform Us (supplying evidence) that you have sent the Goods back (if this is earlier than the day under sub-Clause 12.9.1); or
 3. If We have not yet provided an Order Confirmation or have not yet dispatched the Goods, the day on which you inform Us that you wish to cancel the Contract.
8. Refunds

If a refund is issued to you under this Clause 12, you will receive a full refund of any delivery charges (including, where relevant, premium delivery). We are required by law to reimburse standard delivery charges (or the equivalent) only.
9. Refunds under this Clause 12 will be made using the same payment method that you used when ordering the Goods

12. Our Liability to Consumers

1. We will be responsible for any foreseeable loss or damage that you may suffer as a result of Our breach of these Terms of Sale (or the Contract) or as a result of Our negligence. Loss or damage is foreseeable if it is an obvious consequence of Our breach or negligence or if it is contemplated by you and Us when the Contract is created. We will not be responsible for any loss or damage that is not foreseeable.
2. We only supply goods for domestic and private use by consumers. We make no warranty or representation that the Goods are fit for commercial, business or industrial use of any kind (including resale). We will not be liable to you for any loss of profit, loss of business, interruption to business, or for any loss of business opportunity.
3. Nothing in these Terms of Sale seeks to limit or exclude Our liability for death or personal injury caused by Our negligence (including that of Our employees, agents or sub-contractors); or for fraud or fraudulent misrepresentation.
4. Nothing in these Terms of Sale seeks to exclude or limit your legal rights as a consumer. For more details of your legal rights, please refer to your local

13. Events Outside of Our Control (Force Majeure)

1. We will not be liable for any failure or delay in performing Our obligations where that failure or delay results from any cause that is beyond Our reasonable control.
2. If any event described under this Clause 14 occurs that is likely to adversely affect Our performance of any of Our obligations under these Terms of Sale:
 1. We will inform you as soon as is reasonably possible;
 2. We will take all reasonable steps to minimise the delay;
 3. To the extent that we cannot minimise the delay, Our affected obligations under these Terms of Sale (and therefore the Contract) will be suspended and any time limits that We are bound by will be extended accordingly;
 4. We will inform you when the event outside of Our control is over and provide details of any new dates, times or availability of Goods as necessary;
 5. If the event outside of Our control continues for more than 14 days We will cancel the Contract and inform you of the cancellation. Any refunds due to you as a result of that cancellation will be paid to you as soon as is reasonably possible and in any event within 14 days of the date on which the Contract is cancelled;
 6. If an event outside of Our control occurs and continues for more than 14 days and you wish to cancel the Contract as a result, you may do so by emailing info@bitefree.co.uk or contact by telephone via the numbers below:

Telephone: 01852 500577 07513207492

In each case, providing Us with your name, address, email address, telephone number, and Order Number. Any refunds due to you as a result of such cancellation will be paid to you as soon as is reasonably possible and in any event within 14 days of the date on which the Contract is cancelled.

14. Communication and Contact Details

1. If you wish to contact Us with general questions or complaints, you may contact Us by telephone at 01852 500577 or 07513207492, by email at info@bitefree.co.uk, or by post at Tigh na Darroch, ardfern, Argyll PA31 8QN
2. For matters relating the Goods or your Order, please contact Us by telephone at 01852 500577 or 07513207492, by email at info@bitefree.co.uk or by post at Tigh na Darroch, Ardfern, Argyll PA31 8QN.
3. For matters relating to cancellations, please contact Us by telephone at 01852 500577 07513207492, by email at info@bitefree.co.uk, by post at Tigh na Darroch, Ardfern, Argyll PA31 8QN, or refer to the relevant Clauses above.

15. Complaints and Feedback

1. We always welcome feedback from Our customers and, whilst We always use

all reasonable endeavours to ensure that your experience as a customer of Ours is a positive one, We nevertheless want to hear from you if you have any cause for complaint.

2. If you wish to complain about any aspect of your dealings with Us, please contact Us in one of the following ways:
 1. By email, addressed to Jane Hallett at info@bitefree.co.uk

16. How We Use Your Personal Information (Data Protection)

1. All personal data that We may collect about you and use will be collected, held, and processed in accordance with UK data protection law (including, but not limited to, the GDPR (and any successor legislation which applies following the UK's departure from the European Union), the Data Protection Act 2018, and the Privacy and Electronic Communications (EC Directive) Regulations 2003).
2. For complete details of Our collection, processing, storage, and retention of personal data including, but not limited to, the purpose(s) for which personal data is used, the legal basis or bases for using it, details of your rights and how to exercise them, and personal data sharing (where applicable), please refer to Our [Privacy Policy](#) and [Cookie Policy](#).

17. Other Important Terms

1. We may transfer (assign) Our obligations and rights under these Terms of Sale (and under the Contract, as applicable) to a third party (this may happen, for example, if We sell Our business). If this occurs, you will be informed by Us in writing. Your rights under these Terms of Sale will not be affected and Our obligations under these Terms of Sale will be transferred to the third party who will remain bound by them.
2. You may transfer (assign) the benefit of Our Goodwill Guarantee in Clause 12 to any person to whom you transfer ownership of the Goods after you have completed purchasing the Goods from Us (for example, by selling the Goods to that person or giving them the Goods as a gift).
3. The Contract is between you and Us. It is not intended to benefit any other person or third party in any way and no such person or party will be entitled to enforce any provision of these Terms of Sale.
4. If any of the provisions of these Terms of Sale are found to be unlawful, invalid or otherwise unenforceable by any court or other authority, that / those provision(s) shall be deemed severed from the remainder of these Terms of Sale. The remainder of these Terms of Sale shall be valid and enforceable.
5. No failure or delay by Us in exercising any of Our rights under these Terms of Sale means that We have waived that right, and no waiver by Us of a breach of any provision of these Terms of Sale means that We will waive any subsequent breach of the same or any other provision.
6. We may revise these Terms of Sale from time to time in response to changes in relevant laws and other regulatory requirements. If We change these Terms of Sale as they relate to your Order, We will give you reasonable advance notice of the changes and provide details of how to cancel if you are not happy

with them. If you do opt to cancel, we will arrange for a full refund (including delivery charges) which will be paid within 14 days of your cancellation.

18. Law and Jurisdiction

1. These Terms and Conditions, and the relationship between you and Us (whether contractual or otherwise) shall be governed by, and construed in accordance with, the law of Scotland.
2. If you are a consumer, you will benefit from any mandatory provisions of the law in your country of residence. Nothing in Sub-Clause 20.1 above takes away or reduces your rights as a consumer to rely on those provisions.
3. If you are a consumer, any dispute, controversy, proceedings or claim between you and Us relating to these Terms and Conditions, or the relationship between you and Us (whether contractual or otherwise) shall be subject to the jurisdiction of the courts of England, Wales, Scotland, or Northern Ireland, as determined by your residency.
4. If you are a business, any disputes concerning these Terms and Conditions, the relationship between you and Us, or any matters arising therefrom or associated therewith (whether contractual or otherwise) shall be subject to the exclusive jurisdiction of the courts of Scotland.