

TERMS & CONDITIONS

CREDIT TERMS & INVOICES

We offer one weeks' credit as standard (invoiced weekly on a Saturday or nearest working day) and there is a due date of three days from the date of your last delivery, please always make payment promptly. You should expect your deliveries to be suspended if payment is not received within seven days of the due date.

If you think your invoice is incorrect, please let us know within 7 days. Any refunds on goods or account corrections on billing queries are offered solely at our discretion.

LATE PAYMENT CHARGE(S)

We appreciate that oversights can happen, so if your payment is late beyond the due date, we will call or send you a courtesy letter to bring the matter to your attention. Should your account remain in arrears, we will issue a second written reminder within 14 days from the due date, and a third written reminder within 30 days from the due date. The second and third reminder letters will incur £10 and £25 late payment charges respectively. There will be no further reminders and any reasonable costs we incur in our efforts to recover unpaid debts will be added to your outstanding balance. We reserve our rights under contract and at law to take all appropriate measures to recover unpaid debts.

INTEREST PAYABLE ON OVERDUE ACCOUNTS

If you do not make any payment to us by the due date then, in addition to the late payment charges incurred, we may charge interest to you on the overdue amount at the rate of 4% a year above the base rate of the Bank of England. This interest shall accrue on a daily basis from the due date until the date of actual payment of the overdue amount, whether before or after judgment. You agree to pay us interest together with any overdue amount.

SUBSTITUTIONS

Whilst we always endeavour to supply the goods you have ordered, on rare occasions we may need to substitute your goods to something of an equivalent standard. We'll always honour the original price so it will never cost you any more or any less.

DELIVERIES

You should usually enjoy a regular delivery time between 2am & 8.30am depending on where you are placed on the round. This can sometimes vary if your usual driver is on holiday and cover is in place or we have to cover unexpected circumstances like illness, emergencies or vehicle breakdowns. We reserve the right to change delivery days & times to meet the needs of the business.

PRICING

We do our best to publish printed price lists twice a year. If this is not possible our most up to date pricing is always available on our website: www.southerndairies.co.uk. We reserve the right to change our pricing at any time.