

Anne's' Sweets

Terms and Conditions

General

All sales are subject to the Terms and Conditions detailed below.

Contact Details

The proprietor of the site is Anne Elizabeth Pallister, Merlin House, Horsefair, Boroughbridge, Yorkshire, YO51 9AD.

E mail anne@annessweets.com Phone: 01423323418

Ordering

You can select your order whilst browsing our easy to navigate website using the shopping cart. On completion of the order click on check out and follow payment instructions from our secure payment provider.

The prices shown are correct at the time of placing the order. We reserve the right to alter prices.

Payment Security

The system that we incorporate to process our customers orders are safe and secure using the latest website encryption technology. Credit card details are not held after the transaction has taken place.

Privacy Policy

We guarantee that your details will not be passed to a third party and that your details will only be used to process your order and to inform you of any of our offers.

Out of Stock Policy

If an item is out of stock we will contact you by e-mail to suggest a similar alternative or if a stock delivery is imminent will e-mail you to warn you there may be a slight delay in processing your order.

Nut and Other Allergies

Due to manufacturers' production methods and the wide range of suppliers we cannot guarantee that any sweets supplied by us are free of traces of nuts or milk products.

Delivery and Postage

Orders are sent via Royal Mail and within the United Kingdom should reach you 3 to 5 working days after dispatch. Overseas orders by airmail should take 7 to 10 working days.

Postage Costs in £s Sterling

Weight	Destination		
	Within UK	Europe	Outside Europe
0 <250g	£1.45	£2.30	£3.45
250g <500g	£1.95	£3.65	£6.10
500g <750g	£2.55	£4.90	£8.60
750g <1kg	£3.10	£6.25	£11.10
1kg <1.25kg	£4.30	£7.50	£13.60
1.25kg <1.5kg	£5.00	£8.75	£16.10
1.5kg < 1.75kg	£5.70	£10.00	£18.60
1.75kg <2kg	£6.40	£11.25	£21.10

The price of sweets per 200gm includes immediate packing. The parcel weights above include the weight of addition packing required to dispatch the parcel safely.

Maximum weight per parcel is 2kg. Orders over this weight will be dispatched as multiple parcels in the most cost efficient way.

These prices are as October 2008 and are subject to change.

Returns Policy

We shall do our utmost to ensure that you are pleased with your order, but if you feel there is a problem with the quality of the goods, please return within 10 days of receipt stating the nature of the problem and your contact details. Subject to you adhering to the Terms and Conditions you will receive a full refund.

Please note your order will leave us securely packages and in perfect condition. We cannot be held responsible for any climatic conditions such as damp and heat which may affect the contents during shipment.

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