All purchases made on this website are governed by these Terms and Conditions. Please read them carefully. By submitting any order on this website you are agreeing to them.

Cookies

This website uses cookies in association to the shopping cart, by continuing to use this site you are agreeing to the use of these cookies. For more information refer to our Privacy Policy here.

Purchase contract

This website is the property of Saffire Chocolates (“we”, “us” or “our”). All goods are sold subject to the condition that they will not be re-sold or otherwise circulated without our consent. We will confirm your order by reply e-mail to the contact address you have supplied. This reply e-mail will initiate our contract. At this point the purchase contract will be made and we will supply the goods to you in accordance with your order and these Terms and Conditions.

Price & delivery costs

The price of the goods will be as quoted on the website at the time you confirm your order (usually by clicking the “Checkout” button). If you subsequently amend your order, the prices charged will be those applicable to the amended item(s) at the time that the amended order is confirmed.

The price stated on the website does not include a delivery charge.

For standard delivery sent via Royal Mail, tracked 24, larger and bulkier orders will be sent via courier. All items that we send will require a signature on arrival. Packaging to mainland UK and Northern Ireland will be £6

Payments methods

Payment may be made by debit or credit card. You cannot pay for an online order by cash or cheque. There is no minimum order requirement.

We can accept direct payment from debit and credit cards (not Amex) Authority for payment will be requested from your card issuer at the time of your order. We reserve the right to terminate our agreement with you if we are refused authority for payment at any stage. Payment must be made and cleared before your order can be dispatched.

Dispatch & delivery

Items purchased will be packed and posted within 5 working days. We will let you know if this is not possible, at which point you will have an option to cancel and a full refund will be issued.

The delivery address will be as specified by you when you make your order.

Please note, our chocolates will only be dispatched Monday to Thursday to prevent them being held over the weekend in unsuitably environments.

Where possible we will reuse or recycle packaging in an attempt to reduce our carbon footprint and do our part for the environment.

Product availability

At peak times e.g. Easter or Christmas, the supply of some products may occasionally be subject to a delay of up to 10 working days. You will be contacted by e-mail if a delay in dispatch is expected, at which point you will have an option to cancel and a full refund will be issued. Our website is updated regularly but in the event of non-availability of any of the goods you order, we may contact you to offer a reasonable substitute or agree with you to delay dispatch until your item is produced.

Refunds and returns

We guarantee the quality of our products. You must inspect the products and notify us, within 24 hours of delivery if you are not satisfied with your order. As we maintain a strict quality control schedule your unsatisfactory items should be returned to us so we can assess the problem before a replacement or refund will be offered. Please note that unsatisfactory items must be returned to us in the condition received. Our liability will be limited to the price of the goods received and the cost of delivery & reasonable costs of return.

You have a statutory right to change your mind within 14 days of ordering, in this case, we require you to return your item/s to us with the protective packaging unopened and safely packed in order for us to refund the cost of your items.

Order cancellation

Orders can be cancelled if the product has not been dispatched. We will notify you via e-mail when your goods have been dispatched after this time we cannot accept cancellation.

The Right of Withdrawal does not apply to contracts for the supply of personalised chocolates.

Your rights

Privacy: we process all your information in the strictest confidentiality. Please refer to our Privacy Policy here

Nothing in these Terms and Conditions restrict any of your statutory rights.

Customer complaints

Any Customer complaints should be addressed to us via the e-mail addresses which are listed on our website on the “Contact Us” page.

General

If any of these Terms and Conditions is held by any court of competent authority to be unlawful, invalid or unenforceable, in whole or in part, this will not affect the validity of the remaining Terms and Conditions which will continue to be valid and enforceable to the fullest extent permitted by law.

All copyright, trademarks and all other intellectual property rights in all material or content supplied as part of this website shall remain at all times vested in us.

These Terms and Conditions will be governed by English Law and the parties submit to the exclusive jurisdiction of the English courts in relation to any dispute which may arise between them.