

Terms & Conditions

Effective 01/01/2012

Welcome to our website www.BioCups.co.uk, brought to you by Green Gate Bio Packaging.

Green Gate Bio Packaging are distributors and suppliers of eco-friendly catering disposables. Both our Delivery Policy and our Returns, Refunds and Cancellation Policy can be found within this document. By ordering from us you agree to comply with and be bound by the terms and conditions laid out within these policies.

If you continue to browse and use this website you are agreeing to comply with and be bound by the following terms and conditions of use which, together with our [Privacy Policy](#), govern Green Gate Bio Packaging's relationship with you in relation to this website.

The term 'Green Gate Bio Packaging' or 'us' or 'we' refers to the owners of the website and the Green Gate Bio Packaging brand (NAR Ltd. and Ferrari Trading srl). The term 'you' refers to the user or viewer of our website.

The use of the website www.BioCups.co.uk is subject to the following terms of use:

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

UK Debit/Credit Card Transactions

Debit or credit card transactions made through the website or over the telephone in the UK are entered into with NAR Ltd. which is a registered company in England & Wales, company no. 06054906 and domiciled in England. The transaction currency of all debit or credit card transactions will be in Sterling.

UK Delivery Policy

We offer delivery of our goods throughout the UK as well as internationally. Deliveries are made using either a 3rd party courier or pallet delivery company depending on the order size and type. Delivery charges may apply to orders and are dependent on the order size, delivery timescale and delivery location.

Retail orders received by midday will be dispatched the same day on a next working day delivery service for customers located in England and Scotland. Orders destined for the Scottish Highlands and Northern Ireland will be dispatched on a 1-2 working day service and deliveries to the Scottish Isles, the Isle of Man and the Channel Islands will be dispatched on a 3-4 working day service. Wholesaler customer orders will be dispatched on a pallet service which takes approximately 3 working days. Customers will be notified of the delivery timescale at the time of ordering. Delivery charges will be quoted and agreed upon between us and yourselves before any payment transaction is processed. VAT will apply to delivery charges quoted.

Please note that although we carefully choose the courier and shipping companies that we work with we **cannot guarantee** delivery timescales as these are outside of our control. If you are not present when the delivery takes place and you request for your goods to be left in a specified safe place we will not be held responsible should the goods be found to be damaged or to be missing following delivery. In addition, it is the customer's responsibility to check that the order delivered is in a

complete and satisfactory state upon signing for the goods. If a delivery is signed for as complete we will not be held responsible for replacing any items which are subsequently found to be missing. Similarly, goods that are received damaged must be noted as such by the customer when signing for them as no compensation will be provided by the 3rd party carriers otherwise.

UK Returns, Refunds & Cancellations

We endeavour to ensure that all of our customers are happy with both our products and our service. Customers may return items and request a refund within 14 days of the date of the Sales Invoice.

If the goods are no longer required or have been incorrectly ordered by the customer then these may be returned and a refund provided once the goods have been received, checked and confirmed to be complete and unused. The customer will be notified of and charged an applicable delivery costs associated with the return of the goods prior to the goods being returned.

If the customer wishes to return any damaged or faulty items or any items which have been delivered in error then they shall be entitled to a full refund once the items have been recovered and the case examined. The customer must notify us within 14 days of the Sales Invoice date.

If you wish to cancel an order please notify us as soon as possible. We reserve the right to charge a handling fee if the order has already been picked and packed by our warehouse staff. If the order has already been dispatched from our warehouse then the above Returns and Refund Policies apply. Where items have been ordered by us specifically for an individual customer (for example, where a product has been specifically sourced and purchased by us on behalf of a customer, where customer-branded goods are ordered or where a bespoke product is manufactured for a customer) the extent to which an order may be cancelled and refunded will be case dependent to be reviewed by a member of senior staff. Customers will be held liable to pay for any costs already incurred for such orders.