

TERMS AND CONDITIONS

Effective Date: 15/02/2026

Business Name: R & J Witter Farms

Address: East Marsh Farm, East Marsh Road, Goxhill, DN19 7NQ

Phone: 07434 021577

1. Introduction

These Terms and Conditions apply to all orders placed with **R & J Witter Farms** for fresh meat products delivered to customers

By placing an order, you agree to be bound by these Terms.

2. Products

We supply fresh meat products including:

- Beef
- Pork

All products are subject to availability. Due to the natural nature of fresh meat, weight, size, and appearance may vary slightly.

Where products are sold by weight, the final price may vary slightly depending on the exact weight supplied.

3. Orders

- Orders must be placed via email
- All orders are subject to confirmation.
- It is the customer's responsibility to provide accurate contact and delivery details.

We reserve the right to refuse or cancel any order at our discretion.

4. Pricing & Payment

- All prices are listed in GBP (£)
 - Payment must be made in full prior to delivery or as otherwise agreed.
 - We reserve the right to amend pricing at any time.
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5. Delivery Terms

We deliver to agreed local areas on scheduled delivery days.

Customer Must Be Present

The customer **must be present** at the agreed delivery time slot to receive their order.

If the customer is not present:

- The customer must have **previously agreed** for the order to be left with a named neighbour.
- It is the customer's responsibility to arrange and confirm this with their neighbour.

If no one is available to receive the order and no neighbour has been agreed in advance:

- The order will be returned to East Marsh Farm, Goxhill.
- The customer must arrange collection from the farm at:

**East Marsh Farm
East Marsh Road
Goxhill
DN19 7NQ**

Collection must be arranged on an alternative agreed date.

We are not responsible for any inconvenience caused due to failed delivery where the customer was unavailable.

6. Risk & Responsibility

Responsibility for the goods transfers to the customer:

- At the time of delivery to the customer; or
- At the time of delivery to a nominated neighbour.

Once delivered, the customer is responsible for:

- Proper refrigeration or freezing of the products.
- Ensuring meat is stored safely and hygienically.

We are not responsible for spoilage due to improper storage after delivery.

7. Food Safety

All meat is prepared and handled in accordance with applicable UK food hygiene regulations.

Customers must:

- Refrigerate or freeze products immediately.
 - Cook meat thoroughly before consumption.
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8. Returns & Refunds

Due to the perishable nature of fresh meat:

- We do not accept returns once goods have been delivered.
- Any issues with quality or incorrect items must be reported within **2 hours** of delivery.

Where a genuine issue is identified, we may offer:

- A replacement, or
 - A refund at our discretion.
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9. Cancellations

Orders may be cancelled up to 48 hours before the agreed delivery date.

Cancellations made after this time may not be eligible for refund due to product preparation and perishability.

10. Limitation of Liability

To the fullest extent permitted by law, East Marsh Farm shall not be liable for:

- Indirect or consequential loss;
- Loss arising from failed delivery where the customer was not present;

- Spoilage after delivery.

Our total liability shall not exceed the value of the order purchased.

11. Governing Law

These Terms are governed by the laws of England and Wales.

Any disputes shall be subject to the jurisdiction of the courts of England and Wales.

12. Contact Information

East Marsh Farm, East Marsh Road, Goxhill, DN19 7NQ, Phone: Amie 07434 021577