

Terms & Conditions

These Terms and Conditions were last updated on 30th April 2018.

These Terms and Conditions apply when you use this website and purchase any items from us. Please also read our Privacy Policy which sets out how we collect, process and use your information.

The website www.cacaolat.co.uk is owned and operated by Donaldson Reeves Limited. We are a company registered in England and Wales (company number 4641991), (VAT number is 807 6717 13), registered office and address for correspondence is: 86 Wigley Road, Feltham, TW13 5HF.

By using our website and each time you place an order with us, you are agreeing to these Terms and Conditions, and our Privacy Policy.

We reserve the right, from time to time, with or without notice, to change these Terms and Conditions at our sole discretion, and the latest version will appear on our website with the date that it was last updated. By using the service after any changes have been posted, you agree to the new terms.

1. Content on our website

- A. We may change or remove content or parts of our website at any time.
- B. Your access to our website may be occasionally restricted to allow for the introduction of new facilities or services. We will endeavor to restore the service as soon as we reasonably can.

2. Pricing

- A. The prices which you must pay for the products that you order are set out on the website at the time you place your order (plus a delivery charge).

3. Placing an order

- 5.1 In order to purchase you simply need to select the relevant product and click “Add to Cart” and follow the checkout process.
- 5.2 As part of the checkout process you will be asked to submit your payment details in accordance with our Paypal.
- 5.3 Our ordering process allows you to review your order and make any corrections before submitting it to us and by submitting the order you confirm that you have made any such corrections.
- 5.4 Our acceptance of your order will be when we email you to accept it, at which point a contract will come into existence between you and us. If we are unable to accept your order, we will inform you of this and will not charge you for the product. This could be because the product is temporarily out of stock, because we have identified an error in the price or description of the product.

4. Dietary Information

The products that we sell, may be made in the same environment as nuts and gluten products and therefore we cannot guarantee that they are free from nut or gluten traces.

5. Delivery

- A. There is a delivery charge for shipping on all items.
- B. We currently use DPD Courier to deliver orders.
- C. We reserve the right to amend delivery fees at any time without notice.
- D. If we are unable to fulfil your order due to the product(s) being out of stock, we will inform you via email and issue a refund as soon as possible.
- E. When products have been delivered to you, they will be held at your own risk and we will not be liable for their loss or destruction.
- F. You also acknowledge that products may be delivered to a neighbor or left in a safe place unless you specifically say that you are not happy with that arrangement.

6. Cancellation & Returns

- A. You can cancel an order if it hasn't been processed at our warehouse. We can't give exact timings of when orders are processed at our warehouse, but if you email us at sales@cacaoalt.co.uk we will do our best to help you. This does not affect your statutory rights.
- B. When your order is cancelled we will issue a refund as soon as possible.

7. Refunds

- A. If you are unhappy with any product that you receive from us, please contact us at sales@cacaoalt.co.uk sending a photo of the product. We retain the right to request a return of any faulty products by recorded delivery to: Donaldson Reeves Limited, 86 Wigley Road, Feltham, TW3 5HF.
- B. If the fault is agreed, a full refund will be given for the returned goods within 7 days. We reserve the right to refuse a refund on any order.

8. Other terms

- A. We collect personal information about you through your use of the website and our services. All information that we collect about you is subject to our Privacy Policy.
- B. We will not be liable to you for any out of stock items, or the unavailability or failure of our website, where out of stock items or failure of our website arises from any cause reasonably beyond our control.

9. Contact us

- A. If you have any questions or complaints then please contact us at sales@cacaoalt.co.uk.

Please call us on 0844 332 1218 for queries about your order or email at sales@cacaolat.co.uk.

Our office hours are: Monday – Friday 09.00 – 17.00