

Max's Genuine Italian Food

Buy-Online - Terms & Conditions

Availability of Products

All products are offered subject to availability. Should we not be able to supply a product that has been requested we will notify you as soon as reasonably practicable, using whatever contact details you have provided, so that you may choose to change or cancel your order.

Ordering on the site

Once we receive your order via www.genuineitalianfood.co.uk/buyonline we will check our stocks held in the UK, and contact you to advise when delivery can be made. Once we have confirmed the delivery details with you, we will charge your debit/credit card, or issue an invoice payable on receipt. Max's Genuine Italian Food makes every effort to ensure that the information provided on our web site is up to date at all times, however should we find that information has been incorrectly stated, we would inform you prior to confirming your order. The submission of an order by you shall not be accepted, and nothing done on the part of the Company shall imply any such acceptance by us, until such time as we shall confirm to you that we are able to fulfil your order.

Prices

The price to be paid for any product offered by Genuine Italian Food is clearly indicated on the website in pounds sterling. All prices are shown inclusive of UK Duty and VAT. The prices shown on the website are exclusive of any delivery charges, which will be notified to you upon confirmation of your order with us but will be charged in accordance with our 'delivery charges' statement available on this website.

Payment

You can pay for your purchase with Genuine Italian Food using a debit card, credit card, bank transfer or cheque drawn from a bank within the UK. If you are paying with a credit card an additional 2.44% of the total payment may be charged against the card. Debit cards, bank transfers and UK cheques will incur no additional charges. All credit and debit card payments are taken using our secure payment system, with all information being encrypted before transmission. Goods will not be dispatched until payment has been received, and where relevant cleared in full.

Delivery

Delivery can be arranged anywhere in the UK Mainland; **Ireland, Northern Ireland and British Isles are not Included.** Details of any charges to be made for delivery will be provided by Genuine Italian Food direct, along with agreeing dates and timing of the delivery to your requested address. We will endeavour to deliver your order within 10 working days of confirming your order placement, although it may arrive much faster than this. We will endeavour to confirm the delivery details once we have the products ready for dispatch. We will not sell alcohol to anyone who is under the age of 18 and as such all deliveries will need to be signed for by an adult aged over 18. If, upon delivery of your order, our couriers are not satisfied that the person taking delivery of the order is over the age of 18 our couriers are

instructed to request proof of age. We retain the right to refuse delivery if our couriers are not satisfied that the person accepting delivery of the order is over the age of 18 years. If a customer provides special instructions for a delivery, such as leave products in porch outside house, it will be left at the customer's risk. Our customers are required to inspect their delivery on receipt and to notify us within 5 working days of any discrepancies in quantities, type of product, or damage. We should be notified by email using the address max@genuineitalianfood.co.uk or by telephoning 01892-615665 or alternatively by post at Max's Genuine Italian Food, 3b Monson Road, Tunbridge Wells, TN1 1LS Kent. The defective delivery should be kept for our inspection and collection. We will always try to rectify any discrepancies with the appropriate replacement or refund.

Title and Risk

All products remain the property of Genuine Italian Food until payment for the goods is received in full. Risk of damage and or loss of any goods ordered by you shall pass to you upon their delivery and we shall not accept any liability for any loss suffered by you or any third party after such time.

Cancellations

You may cancel your order at any time prior to dispatch of your products using the email address of max@genuineitalianfood.co.uk or by telephoning 01892 615 665. Your order will be deemed to have been cancelled once you have received a written confirmation of the cancellation from Genuine Italian Food via email or postal letter.

Returns

Genuine Italian Food recognises that when purchasing wine on the web, it is sometimes possible to make a selection which reads as suitable for your palate, but on trying the wine you find that it is not to your taste. We are therefore happy to accept returns of any unopened and undamaged wines and will provide a refund to our customer of the amount of the total order price which can be apportioned to the returned wine. However the collection cost for returning these products will be borne by the customer and be deducted prior to the refund being given. Wine is a perishable product, and as such, on very rare occasions, may be out of condition when it is consumed. If you are unfortunate enough to have a bottle that you believe to be out of condition on opening, please contact us by post at Genuine Italian Food, 3b Monson Road, Tunbridge Wells, TN1 1LS, Kent, or using the email address max@genuineitalianfood.co.uk or by telephoning 01892 615665 and we will arrange for the wine to be collected and your account credited.

Law applying to the contract

L'Italia a Tavola Ltd T/A Max's Genuine Italian Food is a UK-based company, and as such any contracts entered into using these Terms and Conditions are made under English Law, and are subject to the exclusive jurisdiction of the English Courts.

Discount Policy

A 10% discount will be applied for orders of 12 bottles or more (mixed cases included) and confirmed