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**Micro Acres Wales Ltd**

**Terms and Conditions**

Micro Acres Wales Ltd aims to deliver the highest quality microgreens and edible flower products available within the season. Before you place an order, you should read the following terms and conditions and your use of this website and subsequent ordering is governed by UK law and you agree to submit to the non-exclusive jurisdiction of the UK court. None of these conditions affect your statutory rights.

Before you place an order, if you have any questions or queries concerning these terms and conditions, please do not hesitate to contact us (Micro Acres Wales Ltd) by emailing us at [microacreswales@gmail.com](mailto:microacreswales@gmail.com).

All prices on this site are quoted in pounds sterling (£) and where appropriate are inclusive of UK sales tax (VAT).

**Products, Ordering and Delivery Information**

The full range of our Products can be viewed, selected and ordered online from our website and are subject to availability. Our edible flower products are seasonal and also affected by both the weather and the vagaries of organic growing. We are under no obligation to supply goods until we have accepted your order and confirmed that they are available. In the event of a product being out of stock we will contact you and offer an alternative or a refund rather than substituting an alternative.

If the billing details for your order are the same as your Delivery address details, by placing an order on our website you confirm that you are the person referred to in the Delivery address details. Otherwise, by placing an order, you confirm that you are the person referred to in the Billing details.

An e-mail confirmation of your order will be sent to the e-mail address you specified when placing your order. Please check that all details accurately reflect your requirements. Should there be any discrepancies, please e-mail us at: [microacreswales@gmail.com](mailto:microacreswales@gmail.com).

When ordering you will be asked to confirm that you will be collecting from us directly at our headquarters or that you are within a 20-mile radius of our farm. We are unable to accept responsibility for orders that are beyond our delivery area as we do not post/courier due to the delicate nature of our produce and to guarantee the freshness too.

**Allergy Alert**

All of our produce may contain **traces of celery/mustard.**

All of our microgreens and edible flowers have been thoroughly researched and independently verified as edible by reputable sources. However, in rare instances people demonstrate allergic reactions to edible flowers and we would advise trying a small piece at a time in the first instance. We would not recommend anybody with pollen allergies eating edible flowers. Some varieties of edible flowers should be avoided in the instance of other plant-based allergies such as allergies to mustards or onions. Some edible flowers should only be eaten in very small quantities or not at all in the case of breastfeeding or pregnancy. We accept no liability for any illness or other adverse reaction to eating edible flowers purchased from Micro Acres Wales Ltd. In most instances it is only the petals of the flowers that are edible, and stems, stamens, carpel and sepals should be removed before eating.

**Delivery Policy and Terms**

You will need to check for available delivery date/time and details by emailing [microacreswales@gmail.com](mailto:microacreswales@gmail.com) or by texting Chris on 07709362618. We will notify you if your goods are not able to be delivered within the agreed timescale for any reason. The costs for delivery will vary depending upon mileage. Any delivery times quoted are best estimates, based on availability and normal delivery conditions. In the event of a delivery not being delivered within the quoted time, the company shall not be liable for any losses, costs damages or expenses incurred to either the customer or a third party.

**Prices, Description and Availability of Goods**

Prices and availability of goods are subject to change without notice. However, the customer will only pay the price of goods at the time of purchase. Some prices where are shown are based on punnet size and may be subject to variation depending on the exact size of an individual product. We will always do our very best to achieve exact sizing, however due to items being cut by hand we cannot guarantee precise and uniform contents.

Where items are temporarily out of stock, we will contact you so that you may choose between a refund on the item, receiving it when it is back in stock or selecting an alternative product. Whilst we take the utmost care to ensure that all product descriptions, images, information, and prices are accurate, we do not accept any liability for any inaccuracies, errors or omissions.

Orders will be accepted and processed at our sole discretion, and we reserve the right to decline orders without providing an explanation.

**Payment**

All of our online payments will be processed through the WIX website. We can also accept BACs payments. Alternatively, you can collect from the urban farm by prior arrangement. All transactions are shown in pounds sterling (£).

**Complaints**

Should you have any form of complaint regarding any service or product that you have received from **Micro Acres Wales Ltd**, please call us on either 07738759244 (Donna) or 07709362618 (Chris) or email us at [microacreswales@gmail.com](mailto:microacreswales@gmail.com). We will always aim to acknowledge complaints within 24 hours. If you wish to write, please send all post to: Micro Acres Wales Ltd, 1 Cae’r Gerddi, Church Village, Pontypridd, R-C-T, CF38 1UQ.

**Refunds**

Micro Acres Wales Ltd offers an ‘unconditional guarantee’ of complete satisfaction with every item you receive from Maddocks Farm Organics. If you are unsatisfied with a product, please do contact us and we will resolve the matter either through a refund or replacement, at our discretion.

**Cancellations**

You can cancel any order up to the value of £10 (excluding any delivery costs) up to one weeks before collection or delivery date. In the case of orders over the value of £10 (excluding delivery costs) we require a four week notice period for a full refund. If we can sell the microgreens or edible flowers for the order elsewhere then we will, at our discretion, refund with less notice. We can also, with two weeks’ notice, defer delivery by up to one year, subject to availability, and in exceptional circumstances.

**Copyright and Trademark**

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