

The Hampshire Refillery Terms and Conditions summary

This summary covers the key points of The Hampshire Refillery's terms and conditions for the doorstep delivery service. By placing an order, please be aware that you are agreeing to abide by The Hampshire Refillery's full terms and conditions which are available on our website or on request.

1. The Hampshire Refillery provides a doorstep delivery service for non-perishable items using the Customer's own containers.
2. The delivery service is only available for the postcode areas specified on our website.
3. Orders outside of these specific areas cannot be accepted.
4. Deliveries are made to each area on a day specified on our website and only subject to a minimum of ten orders being received.
5. All individual orders are subject to a minimum order quantity of two items.
6. All containers supplied will be filled fully – partial fills are only available through our pop-up events.
7. Orders for the scheduled delivery day must be placed by 7pm on the day before delivery through the designated channels.
8. A safe and secure drop off/collection point must be designated at point of order and must be safely and reasonably accessible by The Hampshire Refillery at the required times.
9. An email acknowledgment of the order will be sent on receipt and any stock that is unavailable will be advised.
10. Suitable containers for the products ordered must be available at the drop off/collection point by 6am on the day of delivery. Please refer to the full terms and conditions for details of the condition and quantity of the containers that you should provide.
11. The collected containers will be filled and a payment link will be sent to the customers (via iZettle, a third party card payment provider). Payment must be made by 6pm on the same day.
12. The filled containers will be labelled with the product name but instructions for use, storage and disposal are only available on the website.
13. The filled containers will be delivered by the Hampshire Refillery on the same day after 6pm only if payment has been received by 6pm.
14. Please refer to the full terms and conditions for details of the outcomes or penalties should any of the above clauses not be complied with. Details of our complaints process, liabilities and health and safety expectations are also contained within that document.
15. Please refer to the full terms and conditions to ensure that you are eligible to place an order with The Hampshire Refillery.
16. Please refer to our privacy notice for details on how and why we use and store your personal data.