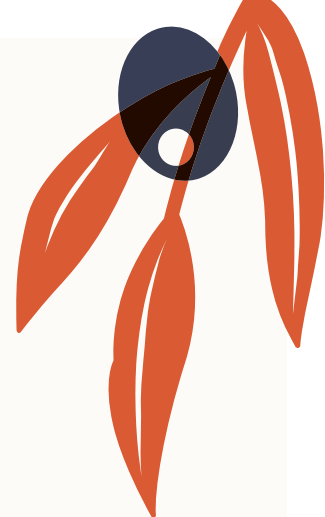


Terms & Conditions



Trading hours

Our Office & Warehouse hours are 8am to 5pm Monday to Friday. Orders can be emailed to sales@brindisa.com, placed via our Brindisa App (download the App via iTunes or Google Play, and contact us for login details); or placed over the phone on 020 8772 1600.

We do offer an answering machine for orders & enquiries. A member of the team will respond shortly.

Own van deliveries

We offer delivery via our own refrigerated transport to most postcodes within Central London, for a minimum order value of £80. If the minimum is not reached a surcharge of £10 will apply.

We also offer our own refrigerated transport to selected regional areas of mainland UK weekly, for a minimum order value of £100. If the minimum is not reached a surcharge of £16 will apply.

Courier deliveries outside central London

- We use a reputable ambient courier for deliveries of ambient goods outside of central London and aim to dispatch goods from Monday to Thursday.
- We use a reputable chilled courier for pallet deliveries of chilled goods outside of central London and aim to dispatch goods from Monday to Thursday.
- We are able to accommodate requests for chilled items to be sent via ambient delivery, with consultation, and we will take all due care to ensure these items remain chilled, however, the risk is assumed by the customer for goods arriving out of temperature.
- For deliveries to Ireland (both NI and ROI), please contact our Sales Team for a nominated Wholesaler partner.

	<i>Delivery*</i>	<i>Min. order for free delivery**</i>
Courier pallet deliveries	£100	£350
Chilled courier pallet deliveries	£120	£380
Courier parcel deliveries	£18	£150
Own van outside M25	£16	£100
Own van within M25	£10	£80
Courier pallet deliveries, Northern Ireland	£150	£700

Collections

We also welcome collections should you wish to arrange this, and we are open from 8am to 4pm, Monday to Friday.

Payment

Our standard credit account terms are payment 30 days from invoice date. We offer credit card facilities for all customers. New customers may pre-pay by credit card while we take up your references. If you are a small business you may continue to pay by credit card if you prefer. We reserve the right to hold dispatch until payment has been received.

We offer credit facilities for our customers who continue to regularly buy from us. Minimum spend £1000 per annum to maintain account facilities. The title of our goods passes to customers only upon receipt of payment in full.

Customers whose accounts are overdue will automatically lose automatically the credit facility and become a prepay customer, unless they get written authorization from Brindisa Credit Control.

Shortages, damages or incorrect goods

Our Sales Team must be notified within 24 hours of delivery on 0208 8772 1600, if there are any shortages, damages or incorrect goods have been delivered. Please check your goods carefully on arrival. If there is any sign of damage to the boxes it is crucial to note this on the dispatch note prior to signing for the delivery. Brindisa cannot be held responsible for damaged goods received but not signed as such.

Return of chilled or frozen goods

We are unable to accept returns of refrigerated or frozen products once they have been signed for as delivered, for reasons of best practice & food safety.

Low stocks held & pre-order products

Only small amounts of these products are held in stock at our warehouse. Therefore please be aware that stock is subject to availability and advance orders are advisable, especially if large quantities are needed. We will of course review our lists according to demand.

For lead times on pre-order only products, speak to a member of our sales team.