**Sofood! Terms & Conditions**

**Ordering**

**Minimum order value £20.00** excluding VAT.

**Orders must be placed by email** to hi@sofood.co.uk with a completed order form attached. Our order form is available to download via our website [www.sofood.co.uk](http://www.sofood.co.uk). We will reply by email to confirm, however in the unlikely case you haven’t received a response within 24 hours please call us on 01952 459945 in case your order hasn’t reached our inbox.

**Orders must be placed before 2.30pm for next day delivery** to ensure we can guarantee exactly what you have ordered (although we cannot be held responsible for suppliers letting us down). As many items on our menu are freshly prepared with ingredients that we have been ordered on the previous day any customer orders placed after this time are subject to change based on availability and time constraints. Please call us first on 01952 459945 for confirmation.

**Delivery**

Please bear in mind we may well deliver ahead of the time required to be on the safe side & ensure your order arrives in plenty of time for your meeting/event. In the unlikely event we’re running late we will always try to keep you updated.

All weekend deliveries, and weekday deliveries after 3pm will be subject to charge to cover the cost of staff overtime and fuel.

Delivery charges may be applicable on orders over 5 miles. We will return to collect crockery, platters or any equipment so please ensure these are available to us. If for any reason you do find any platters held over please email hi@sofood.co.uk and we’ll arrange collection.

**Dietary Info**

We can cater for most dietary requirements so please give us a call if you need some pointers as to halal, vegan or any allergy free items on our menus. If any attendees do have allergies please state on your order form so we are able to take necessary steps.

**Billing**

**Payment terms for Credit Account Customers are strictly 14 days unless otherwise agreed**. Weekly statements will be issued. Overdue accounts will be suspended until full payment has been received by Sofood. Non-Account customers must make full payment at time of ordering.

All prices shown are exclusive of VAT, which will be added to your order at the prevailing rate. VAT invoices are usually emailed on the afternoon of the delivery.

Customers are responsible for the safe return of all crockery and equipment on hire to them. It is the responsibility of the customer to inspect all equipment & crockery on delivery. Any damaged equipment or crockery must be reported to the delivery person on receipt of your order. Any breakages or missing items, not reported on delivery, will be charged to the customer at full replacement value.

**Cancellations**

Orders under £50 can be cancelled up until 2.30pm the day before the delivery is due. Orders over £50 must be cancelled by 2.30pm two working days before the delivery is due. After that time, we reserve the right to charge the customer all or part of the order total.

**Customer Satisfaction**

We offer a no quibble satisfaction promise - if you are not happy with any item on your delivery, please call us on 01952 459945 or send an email to hi@sofood.co.uk on the day of your delivery and we will either replace (wherever possible) or refund the item in full.