



## Terms and Conditions for [lovepotatoes.co.uk](https://lovepotatoes.co.uk)

### Definition

Welcome to our website. If you continue to browse and use this website you are agreeing to comply with and be bound by the following terms and conditions of use, which together with the privacy policy, govern Potato House Ltd's relationship with you in relation to this website. Potato House Ltd is the owner and the provider of this website. The term 'Potato House Ltd' or 'Potato House' or 'us' or 'we' refers to the owner of the website whose registered office is East Mains Farm, Auchterhouse, Dundee, DD3 0QN. The term 'you' refers to the user or viewer of our website.

The terms and conditions of use sets out how Potato House Ltd will deal with any returns and complaints.

Potato House Ltd may change this policy from time to time by updating this page. You should check this page each time you use this site to ensure that you are happy with any changes. This policy is effective from 8th October 2023.

### Who we are

Our website address is: <https://lovepotatoes.co.uk>.

Our address is Potato House, East Mains Farm, Auchterhouse, Dundee DD3 0QN

The use of this website is subject to the following terms of use:

- The content of the pages of this website is for your general information and use only.
- It is subject to change without notice.
- Neither we nor any third parties provide any warranty or guarantee as to the accuracy, timeliness, performance, completeness or suitability of the information and materials found or offered on this website for any particular purpose. You acknowledge that such information and materials may contain inaccuracies or errors

and we expressly exclude liability for any such inaccuracies or errors to the fullest extent permitted by law.

- Your use of any information or materials on this website is entirely at your own risk, for which we shall not be liable. It shall be your own responsibility to ensure that any products, services or information available through this website meet your specific requirements.
- This website contains material which is owned by or licensed to us. This material includes, but is not limited to, the design, layout, look, appearance, graphics and all photographs. Reproduction is prohibited other than in accordance with the copyright notice, which forms part of these terms and conditions.
- All trademarks reproduced in this website, which are not the property of, or licensed to the operator, are acknowledged on the website.
- Unauthorised use of this website may give rise to a claim for damages and/or be a criminal offence.
- From time to time this website may also include links to other websites. These links are provided for your convenience to provide further information. They do not signify that we endorse the website(s). We have no responsibility for the content of the linked website(s).
- You may not create a link to this website from another website or document without Potato House Ltd's prior written consent.
- Your use of this website and any dispute arising out of such use of the website is subject to the laws of England, Scotland, Wales and relevant EU legislation.
- Every effort is made to keep the website up and running smoothly. However, Potato House Ltd takes no responsibility for, and will not be liable for, the website being temporarily unavailable due to technical issues beyond our control.
- You agree not to impersonate any other person or entity or to use a false name that you are not authorised to use when entering information onto the Love Potatoe website. You agree fully to indemnify, defend and hold us, our officers, directors, employees, agents and suppliers, harmless immediately on demand, from and against all claims, liability, damages, losses, costs and expenses, including reasonable legal fees, arising out of any breach of the Conditions by you or any other liabilities arising out of your use of our website, or the use by any other person accessing the Website using your shopping account and /or your Personal Information.

## Returns and Refunds

We pride ourselves in the quality of our Potatoes To Eat, but as we are dealing with fresh produce, there are rare occasions where the quality is not up to the standard we aim for and our customers have come to expect.

## Quality Complaint

Please check the quality of your order as soon as it arrives. Orders are sent out on 48 hour

deliveries; your potatoes should be in perfect condition as they are visually checked prior to dispatch. If there is any defect or quality problem with the potatoes on arrival you must inform us by email or in writing within 7 days of delivery. Where possible, pictures should be included. As our potatoes are fresh produce, we cannot accept responsibility for any deterioration of after that time unless under special circumstances. If there is a valid reason for complaint, we will either replace or refund part or all your order, whichever you prefer. We may require you to return the original order - postage will be only refunded if the quality is sub-standard.

## Change of Mind

If the order has been dispatched and you wish to change variety or amount, or wish to cancel, you will be liable for returning the unwanted goods to us in an unused condition in a timely manner. Only once goods are returned to us and checked will we be able to issue any refund **MINUS OUR POSTAL COSTS**.

## Complaints

Should you have cause for complaint, please contact us in the first instance and we will do our utmost to resolve any issue.

## Governing Body / Complaints

We are governed by and follow the [British Potato Trade Association](#) rules regarding the sale of Potatoes. They would also be arbitrators if a complaint cannot be resolved by us.