

## About Us

This site is owned and operated by:

Maynards Farm Bacon Ltd Limited, Hough Farm, Weston-under-Redcastle, Shropshire  
SY4 5LR

Tel: 01948 840252

Fax: 01948 841204

Company Number: 4120993

Vat. Reg. No: 319 2016 84

## Ordering the Products

Maynards Farm aims to encourage customers to sample these different products so places no restrictions such as minimum order quantities. You will, however, note that there are small carriage charges applicable which are clearly set out for you in our carriage details.

We try to fulfil orders within 72 hours under normal circumstances, and where this is not possible we will contact the customer to arrange a mutually convenient delivery date.

You can order our products for home consumption, or we would be delighted to receive a trade enquiry. Please email or call us for more information.

You can peruse the product range & then purchase online, protected by guaranteed secure transaction facilities.

You can order directly via the telephone if you prefer, and discuss the products in detail, including preparation and cooking advice.

Please note that our products are exempt from the cancellation requirements under the Distance Selling Regulations 2000. This means that you do not have a 7 working day cancellation period from the day after you receive the goods.

## Credit Card Security

Our secure server software encrypts all personal information given over this site - including card numbers, names and addresses. Encryption occurs on entry, converting your information into pieces of code which are then transmitted down the line to a decryption program on our computer.

No customer of ours has reported fraudulent card use as a result of a purchase made.

## Receiving the Products

The products are transported nationwide to an address specified by yourself, by courier, and we can deliver Tuesday - Friday each week.

The products are packed in polystyrene boxes with ice packs inside, which keeps the product down to the correct temperature.

Larger orders, such as to the foodservice industry, are transported in refrigerated vehicles. Everything is done to ensure that your product arrives as soon as possible in perfect condition. We will contact you by email to advise of any delays and to give you an option to change or cancel your order.

We can also add a small handwritten gift card to enable you to send our products as a gift.

## Payment Methods

We take Switch, Visa or Mastercard. If you want to pay by any other means, please call us on 01948 840252.

To ensure efficiency in the handling of pre-Christmas orders we are taking payments immediately upon receipt of the order, which will guarantee delivery before Christmas. In the unlikely event of any problem occurring with your order, we will likewise organise immediate credit payments

## Complaint Handling Procedure

If you believe an item purchased from ourselves is defective or has been damaged in transit, please make a note on the courier's delivery sheet and notify us immediately so that we can establish a course of action which will result in crediting your account and/or the replacement of the product. If you find any problems at all with any of our products, please notify us (Rob Cunningham) within 24 hours of receiving the goods by phone on 01948 840252, by fax on 01948 841204 or by email at [info@maynardsfarm.co.uk](mailto:info@maynardsfarm.co.uk) and your complaint will be dealt with promptly and confidentially. We endeavour to respond to all complaints within five working days. The office is open Monday-Friday 9am-5pm GMT, Please remember that when you buy products or services on the Internet, you are entering a legally binding contract, and that your statutory rights are not affected.

Calls are charged at standard rates.

## Privacy Policy

Maynards Farm are committed to protecting your privacy. We will only use the information that we collect about you lawfully (in accordance with the Data Protection Act 1998). We will not disclose any customers' information to any third party. We collect information about you for two reasons, which are to process your order and to provide you with the best possible service. We will not email you in the future unless you give us your consent. You will be given the opportunity to refuse any marketing email regarding special offers or seasonal goods from us, or from any other trader in the future.

The type of information we will collect about you includes:

- Your name
- Your address
- Your phone number
- Your email address
- Your credit/debit card details

We will never collect sensitive information about you without your explicit consent.

The information we hold will be up to date and accurate. You can check the information we hold about you by emailing us. If you find any inaccuracies we will delete or correct it promptly.

We may use technology to track the patterns of behaviour of visitors to our site. This can include using a "cookie" which would be stored on your browser. You can usually modify your browser to prevent this happening. The information collected in this way can be used to identify you unless you modify your browser settings.

Please do email us if you have any questions at all about privacy, at :  
[info@maynardsfarm.co.uk](mailto:info@maynardsfarm.co.uk)

Your statutory rights are not affected by any of the above terms and conditions.