

PAUL UK LTD DELIVERY SERVICE TERMS AND CONDITIONS

1. The Delivery Service

- 1.1 We deliver orders for your business or personal breakfast, lunch or celebratory event. A wide range of all our food is available, including platters of mini-versions of our artisan sandwiches. All our products are made fresh everyday with only natural ingredients. You can choose from platters of fresh viennoisseries, sandwiches, patisseries and lots more. We can cater for small parties of 5 to large buffets for 500. See the link on the left hand side to see our full delivery menu.
- 1.2 Your delivery will arrive on our presentation platters with lids that protect your food and keep it fresh. The platters are specially designed so that you can take them directly into your meeting.
- 1.3 We deliver Monday to Friday from 7.00am to 3.30pm. For same day delivery of breakfast, order between 7am – 10am and for lunch by 10am so that we can deliver around noon.
- 1.4 Orders for 6 or more platters must be placed by 3pm on the previous working day.
- 1.5 The minimum order is a £25. You can pay using all major credit cards including American Express.

2 Payment and Prices

- 2.1 The price will be as set out in PAUL's published price list www.paul-uk.com, current at the date of order of the products.
- 2.2 Price and availability information is subject to change without notice.
- 2.3 We accept payment by most leading credit and debit cards including Visa, MasterCard, Amex, Maestro and Delta. Payment will be charged against your card at the time of order.
- 2.4.1 If your company has entered into an agreement with PAUL UK Ltd to the effect that it will pay for your order then we will arrange payment directly with your company, as long as the person who places the order has been authorised to order from PAUL UK Ltd on behalf of their company.
- 2.4.2 For credit accounts, invoices are sent weekly and are payable within 14 days from the date of receipt of the invoice.
- 2.5 PAUL UK Ltd reserves the right in its sole discretion to accept or refuse any credit account application and to terminate any such account at any time and need not give any reason for any such decisions.

3 Deliveries

- 3.1.1 Products will be delivered to the collection point nominated by yourself at the time of making the order. Customers may change their nominated collection point

PAUL

DELIVERS TO YOU

FRENCH FAMILY BAKERY AND
PATISSERIE SINCE 1889

when placing an order (or by amending their order providing this is done before 10am on the day or 4pm on the previous day for breakfast deliveries). Deliveries through a company scheme will only be made to the collection points nominated by the company.

- 3.1.2 All deliveries must be checked and signed for by an authorised representative of the customer at the time of delivery. Signature will be deemed to constitute acceptance of delivery of a complete order.
- 3.1.3 If any part of an order is found to be missing (or is rejected) on delivery, the customer must inform PAUL Delivery Service immediately by calling our customer telephone number.

4. Our Terms of Supply

- 4.1 PAUL UK Ltd is supplied strictly for direct customer use and under no circumstances is our food to be re-sold to a third party or offered at subsidised or inflated rates to a third party. This restriction also applies to in-house catering arrangements where contract caterers are ordering on behalf of clients.
- 4.2 Customers will comply with any instructions and recommendations of PAUL UK Ltd in relation to the storage and use of the products (for example and without limitation, use by dates).

5 Liability

- 5.1 The liability of PAUL UK Ltd in contract, tort (including, without limitation, negligence) or otherwise in respect of any products delivered or otherwise in connection with an order or for any loss, injury or damage attributable directly or indirectly thereto will at the sole option of PAUL UK Ltd, be limited to: (a) delivering replacement products (at PAUL UK Ltd's expense); or (b) refunding any sums paid to PAUL UK Ltd for the products.
- 5.2 PAUL UK Ltd will not be liable (whether or not caused by PAUL UK Ltd's negligence) for any loss of profit or goodwill or opportunity or reputation suffered or incurred by or any third party, nor for any indirect or consequential loss.
- 5.3 Nothing in these terms will limit or exclude the liability of PAUL UK Ltd for death or personal injury caused by negligence on its part and nothing in these terms will affect your statutory rights.

6 Contact PAUL DELIVERY SERVICE

Please feel free to contact us on pauldelivers@groupeholder.com, alternatively you can call us on 0845 6120401.

7 Using material that appears on the PAUL UK Ltd website

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8 Amendments and Variations

- 8.1 PAUL UK Ltd reserves the right to amend the terms of this Agreement from time to time. Your continued use of any part of the PAUL Delivery Site after any such amendment will constitute your acceptance of the amendment or amendments concerned. You should therefore regularly visit these terms and conditions to ensure that you keep up to date with your rights and obligations under this Agreement. If any such amendments are considered in the reasonable opinion of PAUL UK Ltd to be material, notice of the amendments will be emailed to all registered users of the PAUL Delivery Site at their registered email address.
- 8.2 If you do not wish to accept any amendments you should withdraw your registration to the PAUL Delivery Site.

9 Jurisdiction

This Agreement is governed by English law and both we and you agree to submit to the exclusive jurisdiction of the English courts.

10 Allergies Warning

PAUL products may contain traces of nuts. For full nutritional information on the products within our product range please see our menu.

11 Access/Force Majeure

- 11.1 In the event we cannot fulfil obligations to you under this agreement due to any event beyond our reasonable control, we will do our best to notify you and as such we will be relieved of our obligations to you under these terms and conditions to the extent that our service is hindered by such an event.