

Terms & Conditions

These Terms and Conditions outline a customer's relationship with True Roots so it is important that you read and understand the products that are on offer as these must be accepted before we are able to supply you with our products.

We reserve the right to update any of these Terms and Conditions at any time so please check these periodically.

Vegetable Boxes

These are purchased by contacting True Roots who will then initiate the onboarding process where we will send you our order form. All information you provide us must be accurate and complete. If any changes to these occur, please notify us as soon as possible as we will not be responsible for any wrong deliveries due to incorrect information being provided.

Boxes will be supplied from the first Friday of June through to the second Friday of December.

Please store vegetables correctly as soon as possible after receiving your box to maximise quality and taste. Suitable methods of storing our produce will be included in your box.

Regular Box

We suggest this size is suitable for 2 people.

Large Box

We suggest this size is suitable for 3-4 people.

Delivery

Deliveries will be made on Fridays during our supply months to the delivery address given upon registration or updating your address. If you are not in when delivery is made your box will be left in a safe place of your choosing which you will state upon registration. All 'safe place' locations must be easily accessible for our delivery drive to access. If your box is stolen or damaged whilst on your property, we will not be liable for this.

Our catchment area within East Lothian is currently postcodes EH31, EH32 and EH39, EH40, EH41 & EH42. If you move outside our delivery area we reserve the right to cancel your subscription.

Payment

Payments for your veg box subscription will be taken during the onboarding process. A subscription for the regular box will cost £58.00 per month. A large box subscription will cost £98.00 per month. In both cases the first payment will include a £10.00 deposit for your reusable delivery box. This will be refunded to you at the end of the year if delivery boxes are undamaged.

The first payment will be taken on the day you fill out your subscription form. All subsequent payments will be taken from your bank account on the 1st of each month (or the next working day should this fall on a weekend or bank holiday) and last for a 6 month period if you sign up before June or however many months are left of our growing season.

We use Square as an intermediary for collecting and processing payments. Square's Terms of Service can be found [here](#), please note we are not responsible for any of the content on Square's Terms and Conditions.

Cancellation

If you choose to cancel your subscription with True Roots please do so via email or in writing at any time. You will still be charged that month's payment but any future payments will be cancelled. In the event that True Roots has to cancel an order you will receive a full refund.

Lamb Boxes

These are purchased by contacting True Roots who will then add you to the waiting list as the boxes will only be available during certain times of the year. The timing will vary year to year as it is determined by a number of factors. Once the boxes become available True Roots will then contact you with an order form where you will be able to purchase the product. All information you provide us on the order form must be accurate and complete. If any changes to these occur, please notify us as soon as possible.

Delivery

Deliveries will be to the address provided by you on the order form. We will be in touch with you the week before deliveries are due to see when would be the best time to drop your order off. Please make sure that you are in on the agreed delivery day.

Our catchment area within East Lothian is currently postcodes EH31, EH32 and EH39, EH 40, EH41 & EH42. If you move outside our delivery area we reserve the right to cancel your order.

Payment

Boxes start at £45.00 for a ¼ lamb, £82.50 for a ½ lamb and £150.00 for a whole lamb. Payment will be taken at time of purchase once the order form has been completed.

We use Square as an intermediary for collecting and processing payments. Square's Terms of Service can be found [here](#), please note we are not responsible for any of the content on Square's Terms and Conditions.

Cancellation

Cancellations can be made within one week of purchase. In the event that True Roots has to cancel an order you will receive a full refund.

Privacy Policy

To view our Privacy Policy please [click here](#).

Circumstances beyond the control of either party

In the event of any failure by a party because of something beyond its reasonable control:

- A. The party will advise the other party as soon as reasonably practicable: and
- B. The party's obligations will be suspended so far as is reasonable, provided that that party will act reasonably and the party will not be liable for any failure which it could not reasonably avoid, but this will not affect the Customer's above rights relating to delivery and any right to cancel.

Governing Law

These Terms and Conditions are governed by the law of Scotland. Disputes can be submitted to the jurisdiction of the courts of Scotland.

Postal Address

Little Fenton
North Berwick
EH39 5AN