



Terms and Conditions of Supply

Ordering

Upon ordering the buyer agrees to the terms and conditions laid out below. Before placing an order buyers must ensure that they have the facility to house, care and handle the birds in an appropriate manner.

Payment

Payment is due on delivery of the goods unless prior arrangements have been made with Taylor Made Poultry Ltd. Until payment has been made, all goods and/or live animals remain the property of Taylor Made Poultry Ltd. Further deliveries will be withheld until full payment has been received.

Credit Charge

Taylor Made Poultry Ltd reserve the right to charge interest on overdue invoices interest shall accrue from the date when payment becomes due calculated on a daily basis until the date of payment at the rate of 8% per annum above the Bank of England base rate from time to time in force. Such interest shall accrue after as well as before any judgment. This is for customers that have not agreed account arrangements with Taylor Made Poultry Ltd.

Pricing

The price band at which an order is invoiced is based on the quantity of birds delivered and not on the order quantity unless prior agreement has been reached. Taylor Made Poultry Ltd reserve the right to change any list price without prior written notification, subject to availability. All prices listed are per bird. Neither party will be liable for any delay or failure to perform its obligations under these Terms if the delay or failure results from events beyond reasonable control, including but not limited to acts of God, natural disasters, war, terrorism, labour disputes, government actions, or failures of utilities or communications networks. Obligations will resume once the affected event ends.

Delivery

Taylor Made Poultry Ltd reserve the right to refuse delivery to any customer should the livestock living environment and conditions be deemed unsuitable for the species concerned. Taylor Made Poultry Ltd will notify you of a delivery date and time in advance as well as a delivery time window. Should Taylor Made Poultry Ltd be delayed for any reason we will notify you as soon as it's safe to do so. The buyer is responsible for ensuring there will be someone able to accept the delivery upon our arrival. Should we arrive in the notified time and no one is able to accept delivery or the buyer and Taylor Made Poultry Ltd had not agreed to leave the livestock in a safe and suitable

place in advance, Taylor Made Poultry Ltd reserves the right to recover any costs and expenses incurred.

Guarantee

All livestock is guaranteed to arrive in appropriate condition. After accepting delivery, the buyer takes full responsibility for the care of the livestock. In the unlikely event, should any animal fall ill within 24 hours of delivery Taylor Made Poultry Ltd must be notified immediately, either by telephone or email. At this time Taylor Made Poultry Ltd will advise on appropriate care or seek veterinary advice.

In the event of a fatality within 48 hours of delivery Taylor Made Poultry Ltd will offer a full credit or replacement providing that:

1. Taylor Made Poultry Ltd has been notified of illness within 24 hours of delivery
2. The livestock has been housed correctly and received appropriate care.
3. Proof of fatality is provided by returning the body or photographic evidence to Taylor Made Poultry Ltd if requested
4. The buyer does not buy or house any other poultry from third part sources on the same site
5. We cannot extend this guarantee to protect poultry against predators (e.g. foxes, dogs etc), any poultry that escape from their new home and are subsequently lost or suffer damage or behavioural problems.

Any contract entered into between the buyer and their own veterinarian for treatment of any condition will be at the buyers' own discretion. Taylor Made Poultry Ltd will not be liable for any cost arising from such treatment. By entering into a contract with a third party in this way, without prior consent from Taylor Made Poultry Ltd, the buyer waives their right to credit or replacement. In the event of a dispute between Taylor Made Poultry Ltd in respect of a fatality the vendor's decision is final.

Risk

Notwithstanding anything contained in these Conditions, any goods supplied by Taylor Made Poultry Ltd shall be at the buyer's risk from the time of delivery to them or to any carrier or agent acting on their behalf.

Pre-Ordering

- **Deposits** At the start of the season Taylor Made Poultry Ltd will issue you with the price list and dates of when each delivery round is due. Deposits will be payable as per the price list for pre-orders. If joining part way through the season, you can take advantage of any dates not passed.
- **Pre-order Wishlist** These ideally must be completed in advance for the season. When the order has been received, Taylor Made Poultry Ltd will confirm it. Once the pre-order has been placed you will be financially responsible for taking the birds. Taylor made Poultry Ltd will always endeavour to fulfil re-order wishlist's, however this is not always possible. In the case of a pre-order wishlist not being fulfilled, Taylor Made Poultry Ltd will treat shortfalls as agreed on your customer preferences form.

Cancellations

If for any reason you are unable to accept delivery, you are still financially responsible. If you wish to cancel, Taylor Made Poultry Ltd will try their best to resell the Chickens, however should this be unsuccessful 7 days prior to the birds turning 16 weeks of age, you will still be liable for them financially. Should you be unable to receive your orders, Taylor Made Poultry Ltd reserve the right to charge a lairage fee of 50p per bird per week in addition to the cost of the bird until resolved.

Changes

Changes to orders can only be made no less than 14 days prior to the planned delivery.