



# TERMS AND CONDITIONS

Effective Date: 1<sup>ST</sup> of January 2026

## 1. INTRODUCTION

- 1.1 These Terms and Conditions ("Terms") govern your use of the **Spuds & Dough** website ([www.spudsanddough.com](http://www.spudsanddough.com)) and our services.
- 1.2 Spuds & Dough is operated by Spuds and Dough Limited, a company registered in England and Wales under company number **15961052**, with registered office at [Insert Address].
- 1.3 By accessing or using our website, you agree to be bound by these Terms.

## 2. DEFINITIONS

"We/Us/Our" means Spuds & Dough

"You/Your" means the user of our website

"Services" means food ordering, collection, and delivery services

"Products" means food and beverage items offered for sale

## 3. USE OF WEBSITE

- 3.1 You must be at least 18 years old to place orders through our website.
- 3.2 You agree to provide accurate, current, and complete information when placing orders.
- 3.3 You are responsible for maintaining the confidentiality of your account information.

## 4. ORDERS AND CONTRACT FORMATION

- 4.1 Orders placed through our website constitute an offer to purchase Products.
- 4.2 All orders are subject to acceptance and availability.
- 4.3 We reserve the right to refuse or cancel any order at our discretion.
- 4.4 A contract is formed when we send you confirmation of acceptance of your order.

## 5. PRICING AND PAYMENT

- 5.1 All prices are listed in GBP (£) and include VAT where applicable.
- 5.2 Prices are subject to change without notice.
- 5.3 Payment methods accepted: Card, contactless, Apple Pay, and Google Pay.



5.4 Full payment is required at the time of ordering.

## 6. COLLECTION AND DELIVERY

6.1 Collection times are estimates and cannot be guaranteed.

6.2 Delivery areas and times are subject to availability and weather conditions.

6.3 You must provide accurate delivery information; additional charges may apply for re-delivery.

6.4 Risk passes to you upon collection or delivery of Products.

## 7. FOOD SAFETY AND ALLERGENS

7.1 We provide allergen information in accordance with UK food labelling regulations.

7.2 It is your responsibility to inform us of any allergies or dietary requirements.

7.3 While we take precautions, we cannot guarantee our Products are free from allergens.

7.4 Our food waste reduction partnership with **Too Good to Go** may involve products near sell-by dates.

## 8. CANCELLATIONS AND REFUNDS

8.1 Orders may be cancelled up to 30 minutes before the scheduled collection/delivery time.

8.2 Refunds will be processed within 5-7 working days.

8.3 No refunds for orders cancelled after preparation has begun.

8.4 Quality issues must be reported within 2 hours of collection/delivery.

## 9. BOOKING OUR FOOD TRUCK

9.1 Event bookings require a non-refundable deposit of 25% of the estimated total.

9.2 Cancellations made less than 7 days before the event forfeit the deposit.

9.3 We reserve the right to cancel outdoor events due to adverse weather conditions.

## 10. INTELLECTUAL PROPERTY

10.1 All content on our website is owned by or licensed to Spuds & Dough.

10.2 You may not reproduce, distribute, or use our content without written permission.

## 11. LIMITATION OF LIABILITY



**SPUDS AND DOUGH LTD**  
8 De Havilland Gardens, Ramsey  
Huntingdon, England  
PE26 2SD



**SPUDS & DOUGH**  
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- 11.1 We are not liable for any indirect, consequential, or punitive damages.
- 11.2 Our total liability shall not exceed the purchase price of the Products.
- 11.3 Nothing in these Terms limits liability for death or personal injury caused by negligence.

## **12. DATA PROTECTION**

- 12.1 We process personal data in accordance with our Privacy Policy and UK GDPR.
- 12.2 By using our website, you consent to such processing.

## **13. GOVERNING LAW**

- 13.1 These Terms are governed by English law.
- 13.2 Disputes shall be subject to the exclusive jurisdiction of English courts.

## **14. CONTACT INFORMATION**

- ❖ Company Name : Spuds & Dough Limited
- ❖ Email : admin@spudsanddough.com
- ❖ Phone : +44 7983 607 754
- ❖ Address : 8 De Havilland Gardens, Ramsey, Huntingdon, PE26 2SD - UK