

Terms & conditions

Terms and conditions Promo 3 Ltd and Madiso SP Zoo

Fresh Drink Europe:

The terms and conditions below apply to the use of this website at www.freshdrink.co.uk (the 'website') which is operated and owned by Promo 3 Ltd . whom are registered in England and Wales – company registration number 9974746.

Using the website and or placing an order constitutes acceptance of our terms and conditions.

Prices & Payment, Duties and Excise Tax:

All prices on the website are in UK pounds GBP (£).

We present prices only for our customers.

All customers whom is placing an order from outside European Union or placing order in EU where other tax apply, like custom duties, excise Tax its responsible to find out all requirements and payments all necessary fees to authorities.

For all controlled products which we produce for special requests of our customer in our production plant or business partners - Customers or importers are responsible for those obligations against HM Custom and Revenue.

Promo 3 Ltd is only responsible for those obligations in the country where goods are ordered or produced.

Payment via all major debit and credit cards are taken online via Paypal.com

Delivery:

We pride ourselves on getting you your items as quickly as possible. Produced to our best standards. Orders are processed on regular basics once we receive clear payment and artwork approval. All small quantities below 240 units will be delivered with in 5-7 working days. Larger orders require between 3-4 weeks for production and delivery time. All deliveries are made via currier service or pallet service outsourced freight companies. Promo 3 Ltd. Act only like a drink producer not a freight company. All goods are well packed by Promo 3 Ltd and once they leave our warehouse become a responsibility of Freight Company to deliver goods undamaged in good order.

Customer notice:

Please note that once you place an order and choose freight type you accepting Freight company terms and conditions available on their websites www.dpd.com and www.raben-group.com for goods dispatched. Promo 3 ltd use DPD parcels service currier and Raben Group Pallet service Freight Company for most deliveries and we are not responsible for any

damages during transport. All goods damaged require proof of damage e.g.: Photos and driver signature on Proof of delivery with full name and driver vehicle registration number.

All claims with out these basics documents will be dismissed from the start by shipping company. Once claim is submitted Freight Company have 14 days to replay for your claim.

Returns:

We want you to be happy with your items but in the unfortunate event that you're not, we'll do our very best to make it right. Simply get in touch and we'll help you out.

You have the right to cancel your order at any time prior artwork approval and payment, once it's paid and approved we unable to STOP your production order of personalised item like our custom made drinks.

However this does not apply to certain items such as personalised gifts or items customised for you. It is vitally important that when you place your order that you check all details, including dates, spelling, punctuation and grammar are correct as we copy what we get sent for item personalisation.

If you have noticed an error after you have placed an order we request you let us know ASAP on 01926350359 or via email to info@freshdrink.co.uk and providing the item has not already been sent for production we can look to make the required alterations.

Privacy Policy

Privacy is of high importance to us at Freshdrink.co.uk and we will NEVER share your data with anyone else with out your written permission.

Contact Us:

You may contact us at the following email info@freshdrink.co.uk office number: 01926350359 our registered office is:

Promo 3 Ltd

10 Grove Court
Southbourne Court
West Cliff- on-Sea
Essex SS00AW
United Kingdom
Company number: 9974746

Madison Sp Zoo

Wojciechowska 9A
20-704 Lublin
Poland
VAT PL7123310115

Promo 3 Ltd only comply with own terms and conditions for goods produced by Fresh Drink.

We refuse to accept any terms and conditions for delivery which are required by customers whom is placing order with our firm with out our written acceptance.

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