



Terms & Conditions of Sale

These terms and conditions apply to all purchases from Meridian (Speciality Packaging) Limited.

Please read them carefully before placing an order.

Acceptance of your order:

We must receive payment of the price of the products and the delivery charges before we can accept your order. We reserve the right to refuse any order. You will receive either an e-mail or telephone call confirming your order. Only when we have accepted your order is a binding contract created between us.

Prices:

All our prices are in Pounds Sterling. Prices remain in force until we publish new prices. Delivery charges may apply and are informed of during the ordering process. All orders will be charged for in Pounds Sterling.

Whilst we try to ensure that all prices on our website are accurate, mistakes can sometimes occur. If we discover an error in the price of products you have ordered we will contact you as soon as possible and give you the option of either re-confirming your order at the correct price or cancelling it. If we are unable to contact you we will treat the order as being cancelled. If the order is cancelled, we will return any money, which we have taken from you.

All the prices quoted are exclusive of VAT which will be charged at the prevailing rate.

Delivery:

Most orders will be despatched on the same day if the order is received before 1pm and the products are in stock, however if the order requires production, a lead time of up to 2-3 weeks may be the case. All orders require a signature when delivered.

Free Carriage will apply to all stock orders exceeding £150.00 + VAT, unless other specific delivery requirements are requested. For orders under this amount, postage and packing will be charged at £9.95 +VAT for our standard* UK mainland** next day service.

Postage charges are based on a pack and weigh system and therefore cannot be precisely calculated until the actual order is ready for despatch.

*If other delivery options are selected, separate charges will apply. [Click here for more details.](#)

** (Please note these charges apply to England, Wales and Scottish Borders only. Other areas will be charged accordingly).





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Availability:

All orders are subject to availability of products. Where your products are not immediately available you will be informed during the ordering process, where this is not satisfactory, we will refund you within 30 days of your order.

Right of Cancellation:

Orders for standard items may be cancelled at any time prior to despatch.

Refunds:

Bespoke Orders – Credit for the value of the goods will only be raised in the event of product failure or Meridian's failure to meet agreed product specifications.

For all credit and debit card payments, where the order has been cancelled, customers must note that if the order is not cancelled on the same day as the purchase they will be liable to pay any surcharge fees applied to both the payment and refund transactions.

Product Liability:

No liability will be accepted for products where they have been involved with a third party.

Complaints and Liability:

All complaints should be addressed to:

Meridian (Speciality Packaging) Ltd.
Spring Lane North
Malvern
Worcestershire
WR14 1BU

If products we deliver to you are not as ordered or are damaged, defective or incorrect in quantity you should contact us within 7 days of delivery. We will replace the incorrect, damaged or defective products or make good the shortfall in quantity or, at our option, credit the price and delivery charges of those products to you. Nothing in these Terms and Conditions shall be construed to exclude or limit any rights you may have as a consumer to the extent that such liability and rights may not be excluded or limited under applicable statute or law.





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Returns Policy:

In addition to the right of cancellation above, we operate a Returns Policy. If for any reason you are not satisfied with any products bought from us you may return them to us within 28 days of purchase for a refund or exchange provided that the goods are returned to us in their original condition and carefully packaged. Please ensure to quote your order number on all correspondence. A restocking charge of 10% of the value of the total order will apply.

If you wish to return an order please call 01684 578441. Until you have returned the products to us, you must keep them in your possession and take reasonable care of them.

To return a product under this Returns Policy please send them to:

Meridian (Speciality Packaging) Ltd.
Spring Lane North
Malvern
Worcestershire
WR14 1BU

You must provide us with the original invoice, despatch note or other proof of purchase.

Please note: when returning items for exchange, an additional postage charge will be required to re-send the exchanged item. When returning an item for a refund we are unable to reimburse the return postage charge.

Nothing in the returns policy affects your statutory rights you may have as a consumer.

Validity:

If any of these Terms and Conditions are unenforceable it shall not affect the enforceability of the rest of these Terms and Conditions.

No Variation or Representation:

Nothing said by our sales personnel shall amount to a variation of these Terms and Conditions or a representation about the nature or quality of our products.





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Governing Law and Jurisdiction:

Your order and the formation of the contract shall be governed by and interpreted in accordance with English Law.

The English Courts shall have jurisdiction to hear disputes between us.

You have the right to see data (as defined in the Data Protection Act) that we keep about you, upon receipt of a written request and payment of a fee. If you are concerned that any information we hold on you is incorrect please contact us.

Title of Goods:

All goods remain the property of Meridian (Speciality Packaging) Ltd. until such time that all invoices have been paid in full.

Other Information:

Information provided on this website relating to packaging dimensions should be used for guideline purposes only.

Additional Terms and Conditions

Payment Terms:

Pro forma Invoice for first orders.

All major credit and debit cards accepted for telephone payments:



Future orders are strictly 30 days subject to a satisfactory credit rating; otherwise Pro forma Invoice will continue to apply.

Credit Accounts *

If you wish to open an account with ourselves, please provide the following details:-

- Full names of Partners / Proprietor.
- Bank Account Details.
- V.A.T. registration number if applicable.
- Company Registration Number if you are a Limited Company.





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New account forms are available in .pdf format, please see our website downloads section.

*Please note that if we are unable to obtain a satisfactory credit rating when provided with the above information, an account will not be opened and payment by pro forma will be requested.

Security policy

Our Payment Service Provider is Sage Pay (formerly Protx) – the largest independent payment service provider (PSP) in the UK and Ireland. Sage Pay provides a secure payment gateway (Level 1 PCI DSS), processing payments for thousands of online businesses, including ours. It is Sage Pay's utmost priority to ensure that transaction data is handled in a safe and secure way.

Sage Pay uses a range of secure methods such as fraud screening, I.P address blocking and 3D secure. Once on the Sage Pay systems, all sensitive data is secured using the same internationally recognised 256-bit encryption standards.

Sage Pay is PCI DSS (Payment Card Industry Data Security Standard) compliant to the highest level and maintains regular security audits. They are also regularly audited by the banks and banking authorities to ensure that their systems are impenetrable.

Sage Pay is an active member of the PCI Security Standards Council (PCI SSC) that defines card industry global regulation.

In addition, you know that your session is in a secure encrypted environment when you see https:// in the web address, and/or when you see the locked padlock symbol alongside the URL.

So when buying through our site, you can be sure that you are completely protected.

Use of Your Personal Information

We collect only the domain name, but not the e-mail address of visitors to our Web site, the email addresses of those who communicate with us via e-mail, aggregate information on what pages consumers visit, and information volunteered by the visitor.

When you register and use this site you will be asked to provide certain information such as your contact details. We will store this data and hold it on computers or otherwise. We will use this data to fulfil our agreement with you.

The information we collect is used:

- To register you with our web site and to administer our web site orders
- To contact you with carefully selected marketing information
- *Your details will never be passed on to third parties except in circumstances detailed below.*





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Disclosure of Your Information

A separate Privacy Policy (see our website) exists – please refer to this policy for details of how we may use information submitted to Meridian.

The information is not shared with other organisations for commercial purposes, nor do we partner with or have special relationships with any ad server companies.

Security

We endeavour to take all reasonable steps to protect your personal information. However, we cannot guarantee the security of any data you disclose on-line. You accept the inherent security risks of providing information and dealing on-line over the Internet and will not hold us responsible for any breach of security unless this is due to our negligence or wilful default.

