

TERMS AND POLICIES. May 2018

### GENERAL POLICY

At ARONIA BERRIES UK we know that we are introducing a new berry into the UK. Most people surveyed in 2012 had never heard of the aronia berry and were unaware of its amazing qualities.

There is no doubt that we have to educate our customers and continually introduce new products and ideas in order to develop the popularity our products.

***All our berries grown at our plantation in Kent will be pressed by us and sold as FARMER TICKLES 100% ARONIA JUICE. The only other product made from our berries will be FARMER TICKLES ARONIA JELLY. Both these products will be grown in England and manufactured in England by us.***

There are already other products made from ARONIA BERRIES available throughout the world. We will be sourcing and offering these products with their own labels and UK compliant translations. These products will be clearly labelled as not grown or manufactured in the UK.

### POSTAGE, DISPATCH AND PACKING

We will use Royal Mail small parcel service and aim to dispatch on the day of your order. Delivery can be expected the next day (First Class items) or within 48hours for second class items.

### QUALITY CONTROL AND RETURNS

We will replace any defective items free of charge on receipt of photographic evidence showing a fault or problem with the product.

### PRIVACY POLICY

We are committed to protecting your privacy.

We collect your personal information whenever you order from us or interact with us.

We process that information to meet our legal, statutory and contractual obligations.

All data we collect will be for legitimate business interests only.

We will not share or disclose your personal information without your consent

We will only share your information when there is a legitimate business interest.

We will only retain your data for as long as necessary to meet our product obligations.

The maximum time we will keep your information is 3 years.

You can request your information is deleted at anytime.

ANDREW TICKLE (07900558964). is the only person involved with the use of your data.