

About Us

This website is owned by Valeline Ltd, t/a The Handmade Oatcake Company, Strowan Farm, Crieff, Perthshire PH7 4HU. The site is operated by Biziserve, Crieff.

If you need to contact us, please email us at oatcakes@thehandmadeoatcakecompany.co.uk or call customer services on 01764 656399

VAT Number : 751 1774 35
Company Reg No : SC 200055

How to Place an Order

To place an order with us, please print off and complete the "Mail Order Page" with the quantity you wish to order, and your delivery address and contact details, and send it with a cheque for the correct amount, to the address on the form. Your cheque will be banked on receipt and on clearance of funds, your order will be dispatched.

Delivery

Delivery costs are indicated on the Mail Order Page. Goods are dispatched via the Royal Mail's parcel post service, and delivery prices are subject to change in accordance with any Royal Mail price increase.

The delivery costs indicated on the Mail Order Page are for delivery to UK mainland addresses only. For any other delivery address please contact us by email for a quote.

Please allow 14 days for delivery.

If goods are lost or damaged in transit, please let us know promptly.

Cancellation and returns

If you wish to cancel your order prior to delivery, please email or phone us as soon as possible. If the order has not been processed, your cheque will be returned to you or, if your cheque has already been banked, a refund will be issued.

If for any reason you are unhappy with the goods purchased, you may cancel your order and return the goods to us within 7 working days from receipt of the goods, and you will receive a refund within 30 days of cancellation. We will accept returns on the basis that we receive the goods back in their original condition and packaging, at which point we will issue a refund. We will not pay postage for cancelled orders, the goods must be returned at your own expense.

This cancellation policy does not affect your legal rights for example, if the goods are faulty or misdescribed.

Changes to these terms

This is the first version of our terms & conditions, and was created on 15th February 2011.

These terms apply to your order. We may change our terms and conditions at any time, so please do not assume that the same terms will apply to future orders.