

Hadrian Border Terms and Conditions (abv)

Hadrian Border Brewery supply packaged beer in Cask, Keg, Bottle, Can, Poly Pin.

Placing an order is deemed to be an acceptance of our terms and conditions.

You can request telesales calls, email, text message or place with our sales staff during a visit.

All customers re required to fill in our Customer Information Form.



SERVICES

Hadrian Border Brewery will supply fresh, top quality beer, made from the finest ingredients we can source.

The beer will be fined on leaving the brewery and will drop 'bright' within 48 hours of 'standing'. Unless otherwise stated. You will be informed on ordering if the beer is not intended to 'clear'.

The beer will be delivered by our trained delivery drivers. Please be aware of your delivery day. We will endeavour to supply you with emergency deliveries if you ever require this service. A charge may be applicable for this service.

Under UK Health & Safety Legislation we have a duty of care to our employees. Our drivers will not put any person in danger, we require your co-operation in ensuring that our employees adhere to the legislation.

Soft/Hard Spiles, Corks, Beer Mats and Pump Clips are carried on the van.

Bar Runners, Glasses, taps etc must be ordered and will be delivered with your order.

PAYMENT TERM

New Customers: New customers will pay 4 COD deliveries or until satisfactory references have been acquired. **Ongoing:** Payment terms are clearly stated on your invoice. Payments are required by the last day of the month following invoice date.

COD will be collected by the driver or can be paid by bank transfer within 24 hours of delivery.

ULLAGE REPORTING

Ullages must be reported before the use by date stated on the cask label. We operate a no quibble refund, HMRC will not allow duty claims for less than 3 gallons unsold, we reserve the right to follow this rule.

Please have the gyle no. and BB date at time of reporting. Do not empty container at your premises all unspoilt beer must be returned to the brewery.

Credits will be issued when the spoiled beer has been dipped and analysed.

BREACH OF CONTRACT

Delivery Failure: Failure to deliver point of sale will be rectified immediately. Pump clips will be posted first class. A pdf file is available for download on our website or can will be emailed to you if needed immediately.

Incorrect Delivery: Will be rectified asap and delivery will be rearranged for a convenient time.

Faulty Beer: If you are unhappy with the quality of our product it will be replaced or collected at an arranged time.

Late Payments: Failure to follow terms will be followed by a reminder telephone call, email or letter. Failure to act will result in outstanding invoices being passed to a collection agency when fees, costs and interest will be applied.

Poor Cellar Management: Please follow the guidelines on our 'Caring for Cask' handout and visit our website to see our 'Cellar Husbandry' information sheet.

If we are aware that our beer is not being looked after according to our guidelines we reserve the right to refuse credit on returns.

* Moving the cask once it is tapped and settled will result in disturbance and the beer will lose its' clarity.

* The quality of the beer will be greatly compromised if not stored in temperatures below 12oC before serving.

Cellar installations and bar top hardware will be party to a separate contract and T&C.'s

Reneging on a purchase agreement: Any equipment covered by a separate contract will be removed or paid for by the customer. The customer can arrange for transfer to another supplier on receipt of us recouping our investment.

We can trace the provenance of all ingredients used in our products. We hold a current SALSA (safe and local supplier approval) + BEER quality audit to the year ending June 2019. Allergen information is reported on the invoice and the container.

All prices quoted exclude VAT.

Are you a regular customer? Ask about our loyalty schemes.

Full Terms and Conditions are available to view on our website.