



## **MILK STATION LTD – GENERAL TERMS**

### **Milk Stations, General Stations, Coffee Stations, Pasteuriser Stations, Ice Cream/Smoothy Stations.**

#### **1. Lead time**

Generally, machines are made to order, and lead times can vary outside of the stated “normal” from time to time. Every effort will be made to deliver your machine within the specified timescale. However, this cannot be guaranteed. “Normal” lead times are detailed in Appendix B

#### **2. Transport**

Delivery charges are chargeable in addition to the quote for the machine and will be added on the settlement invoice. Delivery charges are dependent on size, weight & distance. For a 200L machine, it's estimated at £600-£1000, larger machines, or cleaning units, could be upwards of £2500.

All machines are insured; however, you need to check them on arrival to ensure any damages can be claimed for. If they are not checked, it is not always possible to claim any damage.

#### **3. Payment**

A 50% non-refundable deposit is required before the order can be confirmed with the factory. Should you not choose to go ahead with the purchase, the balance payment will not be due, but your deposit will not be returned.

The settlement invoice will be raised when the machine has been dispatched from the factory and is payable within 14 days of invoice, prior to the machine delivery. Any bills still outstanding 14 days after delivery will invalidate the warranty.

#### **4. Warranty**

All machines are sold with a 1-year parts only warranty, which starts from date of delivery. All engineering visits & time are chargeable. Parts will only be covered under warranty if the manufacturer agrees. Appendix A details conditions for warranty.

Second-hand or reconditioned machines are not sold with a warranty, so all parts/and engineer visits are chargeable.

#### **5. General**

Rental machines are covered under separate terms.

Milk Station Ltd working hours are 9am-5pm Monday to Friday, excluding bank holidays. Engineering support from us is not available outside of these hours.

Parts & engineering visits are bookable via the Milk Station office, during the hours listed above.

## 6. Parts

New parts come with a 1 year warranty.

Refurbished parts come with no warranty.

### **APPENDIX**

#### **Appendix A: Conditions of manufacturer warranties**

7. The machine must be kept fully cleaned and fresh milk added each day it is in use. Checking cleaning of key items such as pipework/filters/flowmeters will always be the first check as is by far the most common cause of poor functionality of the machine – so don't be alarmed or offended when we ask.
8. All electrics must be kept dry & free of moisture.
9. If it's a milk vending machine, milk introduced into the machine must be a temperature 4°C or lower.
10. Disconnected, modified, damaged cables or machine setting changes made by the operator can invalidate the warranty.
11. Parts damaged because of vandalism, manhandling, theft, or attempted theft are not covered under warranty.
12. Parts damaged because of the use of incorrect or unsuitable cleaning agents are not covered under warranty.
13. Parts damaged because of operator action including trapping/pulling of cables or dropping of parts/tanks are not covered under warranty. Any engineer visits where any of the above is the cause, regardless as to whether the machine is within the manufacturer warranty period or not, will be charged at our standard rates at the time the call is made.
14. The machine must be kept out of direct weather (heat/rain) and in an area with ample ventilation to prevent components over working in extreme weather conditions. Tin structures need to be planned carefully to avoid over-heating.
15. Warranty is invalidated if invoices remain unpaid 14 days after delivery

#### **Appendix B: Lead times**

Normal lead times are defined as follows. These are customs-dependent and are from the deposit being paid.

Milk Stations: 8-12 weeks

General Stations: 8-12 weeks

Coffee Stations: 3 – 5 weeks

Pasteurisation Stations: 8 – 12 weeks

Ice Cream/Smoothie Stations: 8 – 12 weeks

Second-hand stations – 4 - 6 weeks from the point of the deposit being paid and a machine sourced.

## **MILK STATION LTD – BOTTLE AND VINYL GENERAL TERMS**

### **1. Lead time**

All of our printed bottles and marketing materials are made to order, and lead times can vary outside of the stated “normal” from time to time. Every effort will be made to deliver your items within the specified timescale however this cannot be guaranteed.

### **2. Transport**

Delivery charges are chargeable in addition to the quote for the bottles or materials and will be added on the settlement invoice when not included within your quotation.

Delivery charges are dependent on size, weight, distance and vehicle restrictions.

All items are insured; however, you need to check them on arrival to ensure any damages can be claimed for. If they are not checked, it is not always possible to claim any damage.

### **3. Payment**

For bottles, the settlement invoice will be raised when the bottles have been delivered and is payable within 14 days of invoice.

For vinyl wraps and other materials, the settlement invoice will be raised when the items have been delivered and is payable within 14 days of invoice.

### **4. Delivery**

Printed bottles are delivered in pallets of 676 bottles. Approx 1.2 metre tall.

Unprinted bottles are delivered on pallets of 1352 for the 48mm glass bottle or 1200 for the 43mm bottle. Approx 2.1 metre tall.

### **5. Vinyl fitting.**

Professional vinyl fitting is available as an alternative to self-application of your vinyls.

Professional fitting must be completed before delivery of your machine to your location.

Self-applied vinyls will be delivered to you by post or delivered within your machine.

### **6. Bottle lids**

Over-tightening of bottle lids can result in cap malfunction and cause the lid to leak and not secure to the bottle.

It is recommended to check that capped bottles are secure upon unpacking.

Milk bottle lids are not dishwasher-proof. Repeated dishwasher cycles can impact the lid's effectiveness

Premium lids are available.

### **7. Sterilisation/sanitisation**

As standard our bottles are delivered unsterilised with caps unattached. We recommend washing before use.

Our premium option includes a heated coating application and capping process. This process has certified laboratory test results to allow no organic matter growth across a 12-month period.

### **8. Printing**

All printing is completed with Pantone colours.

New print orders will require an individual screen/s to be created or occasionally similar bespoke tooling. All printing tools and screens are retained for future orders. Tooling

costs are a one-off cost applied only to your first order of that product and design. Design revisions will result in replacement tooling. All screens and tooling are chargeable costs within your order.

#### **9. Design**

Design costs can vary; costs are subject to the scope and complexity of the required design work. All costs will be discussed before initiating any design work.

All artwork is required in high-resolution pdf format.

Upon completion of artwork and designs, the artwork belongs to you as the customer. We reserve the right to use it as an example for our social media, website and printed marketing materials.

If supplying your own artwork, it must be in high-resolution pdf format.

#### **10. General**

Milk Station Ltd working hours are 9am-5pm Monday to Friday, excluding bank holidays. Engineering support from us is not available outside of these hours.

Parts & engineering visits are bookable via the Milk Station office, during the hours listed above.

##### **Appendix A: Lead times**

Normal lead times are defined as the below. Below lead times assumes design and artwork is approved and signed off.

##### **Product Timescale From point**

All timescales are based on the date of artwork and quote approval.

Plain bottles 5-10 working days.

Premium printed bottles 6 -8 weeks – this can be extended during busier periods.

Printed Cups – 3 weeks.

Machine vinyl's 10-14 days

Other printed items 10-14 days

## **Consumables and Website Sales**

### **Distance Selling Terms and Conditions**

*The Milk Station Ltd.*

#### **1. About Us**

The Milk Station Ltd. is a company registered in England and Wales under company number 11325611 with its registered office at 17 Lodge Hill Industrial Est, Westbury-sub-Mendip, Wells BA5 1EY. Our website, [www.themilkstationcompany.co.uk](http://www.themilkstationcompany.co.uk), is operated by us to sell and distribute our products to customers across the United Kingdom.

#### **2. Products and Availability**

All products listed on our website are subject to availability. We reserve the right to withdraw or amend products without notice. Images and descriptions are provided to give a general idea of the product only and do not form part of any contract.

#### **3. Ordering Process**

Orders placed through our website constitute an offer to purchase. We will confirm acceptance by sending you a confirmation email. The contract between us will only be formed when we send you this confirmation.

#### **4. Pricing and Payment**

Prices are displayed in GBP and include VAT unless otherwise stated. Delivery charges are displayed separately during the checkout process. Payment is required at the time of order using the payment methods provided.

#### **5. Delivery**

We will deliver the products to the address provided during checkout. Delivery times are estimates only and not guaranteed. Risk in the goods passes to you upon delivery.

#### **6. Right to Cancel**

Under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, you have the right to cancel your order for any reason within 14 days from the day after you receive your goods.

To exercise this right, you must notify us in writing via email to [info@themilkstationcompany.co.uk](mailto:info@themilkstationcompany.co.uk) clearly stating your intention to cancel and providing details of your order.

#### **7. Effects of Cancellation**

If you cancel within the 14-day period, we will refund the full purchase price including the basic cost of delivery. You must return the goods, unopened, to us within 14 days of notifying us. Returns are at your cost unless the item is faulty or not as described.

We may reduce your refund if the product has been handled more than necessary. Refunds will be processed within 14 days of receiving the returned goods or proof of return.

#### **8. Exemptions from Cancellation**

Please note that the right to cancel does **not** apply to:

- Goods that are made to your specifications or are clearly personalised
- Perishable goods, including fresh food, milk, or items with a short expiry date

- Sealed goods that are not suitable for return due to health protection or hygiene reasons, if they become unsealed after delivery

### **9. Faulty or Damaged Goods**

You are entitled to a refund, replacement, or repair if the goods you receive are faulty or not as described, as set out under the Consumer Rights Act 2015. Please contact us at [info@themilkstationcompany.co.uk](mailto:info@themilkstationcompany.co.uk) within a reasonable time of discovering the fault.

### **10. Complaints**

If you have a complaint or wish to raise a concern, please contact us at [info@themilkstationcompany.co.uk](mailto:info@themilkstationcompany.co.uk). We aim to resolve all issues promptly and fairly.

### **11. Governing Law**

These terms are governed by the laws of England and Wales. Any disputes arising will be subject to the exclusive jurisdiction of the courts of England and Wales.