

Terms of Service – Philos

Last updated: [April 2025]

Welcome to the Philos Deli website. These terms and conditions outline the rules and regulations for using our website, placing orders, and interacting with our services.

By accessing or using our website, you agree to comply with and be bound by these Terms of Service. If you do not agree with any part of these terms, please do not use our site.

1. Company Details

This website is owned and operated by **Philo Mills Limited**, registered in England and Wales under company number [Insert if desired], with its registered office at:

2A High Street, Ruddington, Nottingham, NG11 6EH

Email: **hello@philosdeli.co.uk**

Phone: **0115 914 4440**

2. Use of Website

You agree to use this website only for lawful purposes and in a way that does not infringe the rights of others or restrict or inhibit their use of the site. This includes, but is not limited to, conduct which is unlawful, or which may harass or cause distress or inconvenience to any person.

3. Intellectual Property

All content, trademarks, logos, images, text, graphics, and software on this website are the property of Philo Mills Limited or its licensors and are protected by copyright and intellectual property laws. You may not reproduce, modify, distribute, or republish any part of the site without express written permission.

4. Product Descriptions & Availability

We aim to ensure all product descriptions, pricing, and availability information are accurate. However, errors may occasionally occur. If we discover an error in the price or description of a product you have ordered, we will notify you and offer the option to reconfirm or cancel the order.

All products and services are subject to availability, and we reserve the right to withdraw items from sale without notice.

5. Ordering & Payment

By placing an order, you confirm that all information provided is accurate, you are over 18 years of age, and authorised to use the payment method provided.

Payment must be received in full before your order is processed. We use secure payment systems, and your card details are not stored by us.

6. Cancellations & Refunds

For online or advance orders, cancellations or changes must be made within a reasonable timeframe, typically before food preparation has begun.

If you are dissatisfied with your order, please contact us directly and we will do our best to resolve the issue, which may include a refund or replacement at our discretion.

7. Allergens & Dietary Requirements

We make every effort to accommodate allergies and dietary preferences, but we cannot guarantee against cross-contamination. Full allergen information is available on request. Customers with severe allergies must notify staff and order at their own risk.

8. Limitation of Liability

Philo Mills Limited shall not be liable for any indirect, incidental, or consequential damages arising from the use of this website or the products sold through it.

We do not guarantee uninterrupted or error-free access to the website and reserve the right to suspend, withdraw, or modify the site at any time without notice.

9. Privacy & Cookies

Your privacy is important to us. Please refer to our [Privacy Policy] and [Cookie Policy] for information on how we collect, use, and protect your data.


10. Governing Law

These Terms are governed by the laws of England and Wales. Any disputes shall be subject to the exclusive jurisdiction of the English courts.

Contact Us

If you have any questions about these terms, please get in touch:

 Email: **hello@philosdeli.co.uk**

 Phone: **0115 914 4440**

 Address: **2A High Street, Ruddington, Nottingham, NG11 6EH**