

SALSA Terms & Conditions - User Agreement for SALSA Services and SALSA Website

Welcome to our website. If you continue to browse and use this website you are agreeing to comply with and be bound by the following terms and conditions of use, which together with our privacy policy govern SALSA Scheme Ltd.'s relationship with you in relation to this website.

SALSA Services

This User Agreement ("Agreement") is a contract between you and SALSA ("we", "our" or "us" as appropriate). Our main business is the provision of a food safety approval scheme. The scheme aims to support the sustainability of local and regional food production in the United Kingdom and provide producers with greater access to customers and markets. The scheme also aims to raise the overall food safety standards in local and regional food production.

This Agreement describes your and our rights and responsibilities when you use the website payment service or any related products and services that we offer (collectively the "Service").

Joining the SALSA Scheme as a Supplier

Any UK-based food or drink producer, manufacturer, or packer ("Supplier") is entitled to join the SALSA scheme as a Supplier Member ("Member").

SALSA reserves the right to refuse or cancel membership for any Supplier we consider not appropriate in representing the scheme's aims above.

Suppliers must register with SALSA at www.salsafood.co.uk (the "website") to become Members.

Suppliers wishing to join SALSA to access the Supplier benefits described on the website shall submit a membership payment. The current charges applicable shall be advertised on the website. Membership payment shall be an annual renewable subscription and on acceptance, Members will be entitled to access dedicated resources, services and benefits aimed at supporting the Member to achieve and maintain SALSA approval status through the website.

Members who leave the scheme voluntarily or otherwise will have their membership and entitlements cancelled (see also Refund and Cancellation Policy).

SALSA Approval Status

For a Member to achieve SALSA approval status, the Member must undergo a SALSA approval audit ("audit") and demonstrate satisfactory compliance with the SALSA standard ("standard") through the process described in the standard and user guide published on the website.

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Members wishing to arrange their audit shall submit a payment in advance. The current charges applicable shall be advertised on the website.

On receipt of payment, the Member will be entitled to receive their approval audit within 28 days subject to availability. Audit payments are valid for 12 months from payment. Members who successfully achieve SALSA approval status are entitled to maintain this status for twelve months and 28 days from the anniversary of their approval audit.

Refund and Cancellation Policy for Internet transactions via the SALSA website

Cancellation of an audit to the SALSA scheme by the Supplier must be given in writing and can be done at any time.

Cancellation of membership will result in the withdrawal of the Supplier's entry in the SALSA directory. Access to the members' website pages will be denied within 28 days of receipt of the request to cancel. Any approval certificates that are in force at the time of cancellation shall be withdrawn and invalidated within 28 days of receipt of the request.

Cancellation of an audit purchase within 28 days of payment by the Supplier will result in a refund to the Supplier according to the following:

14 days or more from the date of an arranged audit	Full refund less £25 processing fee.
Less than 14 days from the date of an arranged audit	75% refund
Less than 7 days from the date of an arranged audit	50% refund
Less than 3 days from the date of an arranged audit	No refund

If more than 28 days after payment for audit but less than 12 months:

More than 3 full working days from the date of an arranged audit 50% refund

Less than 3 full working days of the date of an arranged audit No refund

No refunds are possible after an audit has been carried out. If SALSA agrees to a refund following a cancellation, this will be sent by BACS within 14 days of the refund being agreed by SALSA (the SALSA Member must provide bank details within this time to permit the refund to be made).

Should you have any questions regarding an Online Payment, please call us on 01295 477570, quoting your receipt reference number, or email us at info@salsafood.co.uk.

SALSA Website

Website disclaimer

The information contained in this website is for general information purposes only. The information is provided by "SALSA Scheme Ltd" and whilst we endeavour to keep the information up-to-date and correct, we make no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability or availability with respect to the website or the information, products, services, or related graphics contained on the website for any purpose. Any reliance on such information is, therefore, strictly at your own risk.

Nothing in these terms of use excludes or limits our liability for death or personal injury arising from our negligence, our fraud or fraudulent misrepresentation, or any other liability that cannot be excluded or limited by English law.

Subject to the above, in no event will we be liable for any loss or damage including without limitation, indirect or consequential loss or damage, or any loss or damage whatsoever arising from loss of data or profits arising out of or in connection with the use of this website.

Through this website you are able to link to other websites which are not under the control of "SALSA Scheme Ltd". We have no control over the nature, content and availability of those sites. The inclusion of any links does not necessarily imply a recommendation or endorse the views expressed within them.

Every effort is made to keep the website up and running smoothly. However, "SALSA Scheme Ltd" takes no responsibility for and will not be liable for the website being temporarily unavailable due to technical issues beyond our control.

Terms and Conditions of website usage

The term "SALSA Scheme Ltd" or "us" or "we" refers to the owner of the website whose registered office is SALSA Scheme Ltd, Bloxham Mill, Barford Road, Bloxham, Oxon, OX15 4FF. Our company registration number is 12984955, registered in England. The term "you" refers to the user or viewer of our website.

The use of this website is subject to the following terms of use:

* The content of the pages of this website is for your general information and use only. It is subject to change without notice.

* Neither we nor any third parties provide any warranty or guarantee as to the accuracy, timeliness, performance, completeness or suitability of the information and materials found or offered on this website for any particular purpose. You acknowledge that such information and materials may contain inaccuracies or errors and we expressly exclude liability for any such inaccuracies or errors to the fullest extent permitted by law.

- * Your use of any information or materials on this website is entirely at your own risk, for which we shall not be liable save as set out above. It shall be your own responsibility to ensure that any products, services or information available through this website meet your specific requirements.
- * This website contains material which is owned by or licensed to us. This material includes, but is not limited to, the design, layout, look, appearance and graphics. Copyright laws and treaties around the world protect those works. All such rights are reserved.
- * You may print off one copy and download extracts of any page(s) from our site for your personal use, and you may draw the attention of others within your organisation to content posted on our site.
- * You must not modify the paper or digital copies of any materials you have printed off or downloaded in any way, and you must not use any illustrations, photographs, video or audio sequences or any graphics separately from any accompanying text.
- * Our status (and that of any identified contributors) as the authors of content on our site must always be acknowledged.
- * You must not use any part of the content on our site for commercial purposes without our permission.
- * If you print off, copy or download any part of our site in breach of these terms of use, your right to use our site will cease immediately and you must, at our option, return or destroy any copies of the materials you have made.
- * All trademarks reproduced on this website that are not the property of or licensed to the operator are acknowledged on the website.
- * Unauthorised use of this website may give rise to a claim for damages and/or be a criminal offence.
- * From time to time this website may also include links to other websites. These links are provided for your convenience to provide further information. They do not signify that we endorse the website(s). We have no responsibility for the content of the linked website(s).
- * You may link to our home page, provided you do so in a way that is fair and legal and does not damage our reputation or take advantage of it.
- * You must not establish a link in such a way as to suggest any form of association, approval or endorsement on our part where none exists.
- * You must not establish a link to our site in any website that you do not own.

* Our site may not be framed on any other site, and you may not create a link to any part of our site other than the home page and your directory entry.

* We reserve the right to withdraw linking permission without notice.

* If you wish to use content on our site other than that set out above, please contact us at info@salsafood.co.uk.

* Your use of this website and any dispute arising out of such use is subject to the laws of England and Wales.

Approval

This document revision was approved by SALSA Operations:

Issued	03/06/2024
Revision	

Availability

This document is made available via the SALSA website to:

Governance Board	Yes
Technical Advisory Committee	Yes
Auditors/Mentors	Yes
Members	Yes
Buyers	Yes
Public	Yes