BOX OFFICE FRUITS

MASTER TERMS & CONDITIONS

Home Delivery & Office Delivery Services

Last updated: 16 November 2026

These Terms & Conditions apply to orders and subscriptions supplied by Box Office Fruits, a trading name/service operated by Mo's Produce Ltd ("we", "us" or "our"). They cover both our Home Delivery service and our Office Delivery service. The general terms apply to both services unless a section says otherwise. Product-specific terms apply only to the service identified in that section.

By placing an order or starting a subscription, you agree to the terms that apply to the product you have selected. Nothing in these Terms & Conditions limits or excludes any consumer rights or other legal protections that cannot lawfully be limited or excluded.

PART 1 – GENERAL TERMS (BOTH SERVICES)

1. Service and produce

We supply fresh fruit and/or vegetable boxes according to the product and subscription selected at the point of purchase. Produce and box contents may vary according to seasonal availability and supplier conditions. Where necessary, we may substitute an item with an alternative of equal or greater value, taking account of availability and the nature of the order.

The delivery frequency, box size, price and any product-specific features will be shown at the point of purchase or otherwise agreed with you.

2. Subscription, billing and payment

Where a service is supplied by subscription, the subscription fee and billing frequency will be shown at the point of purchase. Unless stated otherwise, subscription payments are collected automatically in advance for each billing period and the subscription renews at the end of each billing period until cancelled in accordance with the applicable cancellation terms in Part 2 or Part 3.

Prices are those displayed or agreed when you place your order. Any applicable price changes will be notified in accordance with the relevant product terms and applicable law.

3. Product quality, complaints and statutory rights

Please check your delivery as soon as reasonably possible. If any item is damaged, spoiled, poor quality or otherwise not as described, please report the issue within 24 hours of delivery so that we can investigate promptly. Include your order details and, where reasonably possible, photographs of the affected produce.

We will assess the issue and, where appropriate, arrange a replacement, refund or other suitable resolution. The 24-hour reporting request helps us investigate fresh-produce issues promptly; it does not remove or restrict any statutory rights you may have.

To report a product issue or raise a complaint, contact us using the details in section 6.

4. Allergies and dietary information

Our products may include items that could cause allergic reactions. Customers are responsible for checking whether products are suitable for themselves, their staff or other recipients. We do not guarantee that products are free from allergens or that cross-contamination has not occurred. If you have an allergy or dietary concern, contact us before ordering so that we can explain the information available to us. Do not assume that we can accommodate a particular allergy unless we have expressly confirmed this.

5. Events outside our reasonable control

We will not be responsible for a failure or delay in performing our obligations where the failure or delay results from events beyond our reasonable control, which may include severe weather, supplier or supply-chain disruption, transport disruption, road closures or other unforeseen operational events. We will take reasonable steps to minimise disruption and communicate material changes where practicable.

6. Contact and customer support

For all matters relating to either service—including cancellations, pauses, reactivation requests, delivery instructions, skips, changes, product-quality reports, complaints, account changes or other enquiries—you must contact us through one of the following official channels:

- Email: info@boxofficefruits.com
- Text message: +44 7465 265298

Please include your name and the order, delivery address or subscription details needed to identify your account. Where a deadline applies, make sure your message is sent within the timeframe stated in the relevant product terms. We aim to respond within a reasonable timeframe. Keep a copy of your message for your records.

7. Changes to these Terms & Conditions

We may update these Terms & Conditions from time to time. We will make the applicable version available to customers and give notice of material changes where required by law. Changes will not remove or reduce statutory rights. Where a change affects an existing subscription, we will implement it only in a way permitted by applicable law and the terms agreed with you.

8. Governing law

These Terms & Conditions are governed by the law of England and Wales. If you are a consumer, you may also benefit from any mandatory protections available under the law of the part of the United Kingdom in which you live.

PART 2 – HOME DELIVERY TERMS

This Part 2 applies only to customers who purchase or subscribe to our Home Delivery service. If a Home Delivery term differs from a general term, this Part 2 applies to the Home Delivery service.

9. Home Delivery order cut-off

Orders must be placed before 10:00 pm on Thursday to be included in the following day's scheduled delivery. Orders placed after this cut-off may be carried over to the next available delivery date. If we need to change a scheduled delivery, we will contact affected customers using the contact details provided.

10. Home Delivery arrangements and safe place

You are responsible for providing accurate delivery details. If you will not be home, you must provide clear instructions in advance for a suitable and safe place where your order may be left. The location must be accessible and appropriate for a delivery of fresh produce.

If no safe place has been authorised and nobody is available to accept the delivery, we may be unable to complete the delivery. Where the failed delivery is caused by the absence of suitable instructions or the customer being unavailable, the order may be treated as forfeited and may not be refunded, to the extent permitted by law.

To update your delivery instructions or discuss a delivery, contact us using the email address or text number in section 6 as soon as possible.

11. Home Delivery subscription cancellations

To stop the next renewal, you must send your cancellation request at least 3 days before your next scheduled billing date. Send the request to info@boxofficefruits.com or by text message to +44 7465 265298. Include your name and the details needed to identify your subscription.

If we receive your request fewer than 3 days before the next billing date, the next payment may already be scheduled or processed and may be taken. In that situation, the next delivery may also proceed. Any refund will be considered in accordance with applicable law and your statutory rights.

We recommend keeping a copy of your cancellation message. We will confirm the cancellation where practicable.

Mo's Produce Ltd / Box Office Fruits reserves the right to amend, reschedule or omit any delivery that falls on a UK public or bank holiday. Where possible, we will aim to move the delivery to the next available delivery day and will provide customers with reasonable notice of any changes.

If we are unable to reschedule the delivery, we reserve the right to skip that delivery. Any applicable credit or adjustment will be handled in accordance with our delivery and billing terms.

12. Home Delivery subscription pauses

You may pause your Home Delivery subscription for up to 3 consecutive calendar weeks without a pause or holding charge. The free pause allowance is 3 weeks, not 3 scheduled deliveries. It is therefore the same for weekly and fortnightly subscriptions.

If your pause continues beyond the first 3 consecutive weeks, a holding fee equal to 25% of the normal price of each delivery slot reserved during the extended pause will apply. The fee is calculated per scheduled delivery slot held, regardless of subscription frequency. For example, it applies to each weekly slot held on a weekly subscription and to each fortnightly slot held on a fortnightly subscription.

The maximum pause period is 6 consecutive weeks in total:

- Weeks 1–3: no pause or holding charge.
- Weeks 4–6: a holding fee of 25% of the normal price of each scheduled delivery slot reserved during this period.
- At the end of 6 consecutive weeks: if the subscription has not been reactivated, it will be cancelled automatically.

The 3-week free allowance is measured in calendar weeks, not by counting deliveries. All requests to pause, extend a pause or reactivate a Home Delivery subscription must be made directly to us using the contact details in section 6. Please contact us before the pause begins wherever possible. We will confirm the pause dates and any applicable holding fee.

PART 3 – OFFICE DELIVERY TERMS

This Part 3 applies only to customers who purchase or subscribe to our Office Delivery service. The Office Delivery service provides weekly deliveries of fresh fruit boxes to business premises. Box contents may vary depending on seasonal availability and supplier conditions.

13. Office Delivery schedule and access

Office deliveries are made on agreed delivery days and within a specified delivery window. You must ensure that the delivery location is accessible during the agreed time and that any relevant access, reception or security arrangements have been communicated to us in advance.

If no one is available to accept the delivery, we may leave it in a safe place at the customer's risk where this is practical and appropriate. Responsibility for the goods transfers to the customer upon delivery. Please ensure that any safe place is suitable for fresh produce.

All delivery, access, closure and schedule communications must be sent to us using the contact details in section 6.

14. Office Delivery crates and equipment

Office Deliveries are made using reusable premium crates, which remain the property of Mo's Produce Ltd at all times.

Upon each delivery, you are expected to return the previous week's crate to the driver. You are responsible for ensuring that crates are kept in good condition and stored appropriately between deliveries.

Crates that are not returned, are lost or stolen, or are damaged beyond reasonable wear and tear may be charged to you. We may apply a reasonable replacement or repair fee to cover the cost of repair or replacement of the crate. Any charge will be assessed having regard to the circumstances and applicable law.

15. Office Delivery public holidays and delivery adjustments

Office Delivery schedules may be affected by UK public holidays and bank holidays, as well as temporary office closures. Where a scheduled delivery cannot be completed, the following arrangements apply, subject to operational feasibility and route planning:

A. Next business day delivery

We will attempt delivery on the next business day where the scheduled delivery date falls on a public or bank holiday, or where office opening times are affected by essential building maintenance or closures, provided at least 48 hours' notice has been given to Mo's Produce Ltd.

B. Account credit (adjusted billing)

A credit of up to the value of one delivery may be applied to the next billing cycle where the circumstances described in section 15A also prevent delivery on the next business day.

C. Forfeited delivery (no refund)

A delivery may be forfeited without refund, to the extent permitted by law, where the customer is unable to accept delivery for another reason that was not disclosed in advance, or where at least 48 hours' notice was not provided before the scheduled delivery.

We reserve the right to amend delivery days during holiday periods with reasonable notice. You are responsible for communicating office closures, restricted access and changes to opening hours as early as possible.

16. Office Delivery subscription changes

You may request changes to your Office Delivery subscription, including changes to the delivery address or box size. All changes must be requested at least 48 hours before the next scheduled delivery. We will make reasonable efforts to accommodate changes but cannot guarantee last-minute requests.

Requests must be sent to info@boxofficefruits.com or by text message to +44 7465 265298.

17. Office Delivery cancellations

Office Delivery subscriptions must be cancelled by giving at least 10 days' notice before the next billing date. Cancellation requests must be sent to info@boxofficefruits.com or by text message to +44 7465 265298.

If a cancellation request is received fewer than 10 days before the next billing cycle, the next payment may be taken and the next billing period may be charged. Deliveries will continue up to the end of the last paid billing period. Payments already made are not normally refundable, except where a refund is required by applicable law or your statutory rights.

The Office Delivery subscription is billed monthly in advance and renews automatically each billing cycle unless cancelled in accordance with this section.

18. Office Delivery pricing and price adjustments

We may adjust Office Delivery pricing due to changes in supply costs, logistics or other operational factors. We will provide at least 14 days' notice of price changes. Any price change will be implemented subject to applicable law and any contractual requirements that apply to your subscription.

PART 4 – BUSINESS INFORMATION

19. Business details

Service provider: Mo’s Produce Ltd

Business address: 31 Rosehip Court, Cheltenham, GL51 3WN

Customer service email: info@boxofficefruits.com

Customer service text number: +44 7465 265298

The Office Delivery terms supplied to us also listed +44 7533 153631 as a business contact number. To avoid confusion, this master document uses +44 7465 265298 as the customer contact number, in line with the contact instructions provided for both services.

Before publishing

Please check that the business name, address, contact details, billing arrangements, delivery windows, crate charges and all notice periods are accurate. In particular, confirm whether the 25% Home Delivery pause holding fee is intended to be 25% of the normal box price or 25% of the delivery charge; the supplied Home Delivery document says “normal price of each delivery slot”, while the earlier draft described it as a percentage of the delivery charge. This version follows the wording in the uploaded Home Delivery document.

This document is a consolidated draft based on the two documents supplied. It has not been reviewed or certified by a solicitor. Obtain UK legal advice before relying on it as a binding customer contract, particularly for cancellation, renewal, forfeiture, liability and price-change provisions.