ORDERS
- Once we have received your order we will check over it and send you a confirmation within 24hrs.
- If an item is out of stock we will inform you within 24 hours.
- During peak times last minute orders or late additions to your order will be accepted if time allows but cannot be guaranteed.
- For an order to be secured and confirmed a new client form will need to be filled out, which is used by us as security.
- We have a minimum order of 500 euro, this can be flexible but a delivery fee will apply at managements descretion. This does not include top ups for exsisting clients.

PRICES
- All prices are in Euro (EUR).
- All prices exclude tax (17% VAT).
- Prices of goods are subject to change throughout the season without warning.

DELIVERY
- All goods are delivered in one our refridgerated vans at the correct temperatures.
- All goods are delivered in plastic bins and poly boxes. (Please note: Plastic bins and poly boxes need to be returned to the delivery person at the end of delivery)
- Once the delivery is complete the delivery person will either give you a fully itemised invoice or advise you that one is waiting in your email inbox.
- Our delivery range covers all ports and marinas in Montenegro.
- A staying time surcharge will apply for time spent by the driver after the scheduled delivery time. This will be charged by the hour. POA.

PAYMENT
- All orders are to be paid in full upon delivery.
- Payment may be made by credit card or cash upon delivery.
- Cash payments will be accepted in Euro only.
- We may also accept wire transfer payments. This must be approved and arranged in advance of the scheduled delivery and a credit card authorization form completed for security.
- All wire transfer payments will incur a 10.00 Euro bank transaction fee which will be added to your invoice.
- All wire transfer payments are to be paid strictly 7 days from date of invoice.

RETURNS
- We stand by the freshness and quality of our products. But in the unlikely event an item is not to your
  satisfaction after delivery, you must notify the delivery person immediately.
- Alternately please phone within 1 hour after delivery.
- The product in question must be returned for a refund to be considered.
- Special request items or items that have been opened, partially used or tampered with are non-returnable.

CANCELLATION POLICY
- Once your order has been confirmed it cannot be cancelled.

DISPUTE RESOLUTION
- It is agreed by both parties that any dispute arising from this agreement shall be governed by the laws of Montenegro and resolved in the territory of Montenegro.

THE YACHT PANTRY
MONTENEGRO

This is a contract between _____ (hereinafter referred to as "Client") and The Yacht Pantry Montenegro d.o.o, a corporation domiciled in Montenegro and organized under Montenegro Law, for the purchase and delivery of yacht provisions. By signing the contract the Client explicitly agrees to all the conditions and acknowledges that this contract fully and totally reflects all the conditions agreed upon by Client and The Yacht Pantry.

_____
CLIENT SIGNATURE & DATE

_____
THE YACHT PANTRY MONTENEGRO & DATE

In lieu of my credit card imprint, I, _____

(Name of Cardholder exactly as Shown on Credit Card)

Hereby authorize The Yacht Pantry Montenegro d.o.o to charge my order to the following credit card:

☐ VISA   ☐ MasterCard   Card number: ☐☐☐☐ ☐☐☐☐ ☐☐☐☐ ☐☐☐☐

Expiration date: _____ / _____   CVV2 Security code: _____

THE BILLING ADDRESS AS IT APPEARS ON MY CREDIT CARD STATEMENT

Street address: _____

_____

City, State, Zip Code: _____   Country: _____

Email Address for Receipt: _____

Phone number: _____

CAPTAIN DETAILS

Name: _____

Phone: _____   Email: _____

By signing below and submitting for payment, I acknowledge acceptance of the Agreement conditions. I also agree to waive any charge-back rights and in the event of a dispute, requests for a refund must be submitted in writing along with all order documentation in accordance with standard policy of company issuing credit card.

Signature as it appears on cardholder's credit card: _____

Date: _____   Amount: _____

THIS FORM MUST BE COMPLETED IN FULL AND ALL INFORMATION
MUST BE TRUE AND CORRECT FOR YOUR ORDER TO BE PROCESSED.