

Terms and Conditions – Moorhen Trout Fishery Ltd

Last updated: 13/03/2026

These Terms and Conditions apply to the use of this website and the purchase of products from **Moorhen Trout Fishery Ltd**. By placing an order, you agree to be bound by these Terms and Conditions.

1. About Us

Moorhen Trout Fishery Ltd is an online retailer selling fishing tackle and related products within the United Kingdom.

Business details:

Business Name: Moorhen Trout Fishery Ltd

Email: Enquiries@moorhentroutfishery.co.uk

Address: Moorhen Farm, Warnford, Hampshire, SO32 3LB

Country of operation: United Kingdom

We sell and deliver products to customers **within the United Kingdom only**.

2. Your Status

By placing an order through our website, you confirm that you are **at least 18 years old** and **legally capable of entering into a binding contract**.

3. Products

We make every effort to ensure product descriptions, images, and prices are accurate.

However:

- Product images are for illustration purposes only.
- Specifications may vary slightly from manufacturer descriptions.
- All products are subject to availability.

If an item becomes unavailable after purchase, we will contact you to offer:

- a replacement product
 - a refund
 - or the option to wait until the item is restocked.
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4. Pricing

All prices are listed in **GBP (£)**.

Prices:

- may change without notice
- include VAT where applicable
- do not always include delivery charges

Delivery costs will be shown at checkout before you confirm your order.

If a product is listed at an incorrect price due to an obvious and unmistakable error, and the error could reasonably have been recognised as a mispricing, we reserve the right to cancel the order and refund any payment made.

5. Orders

When you place an order:

1. You will receive an order confirmation email.
2. This email does not guarantee acceptance of the order.
3. A contract is formed only when we dispatch the goods.

We reserve the right to refuse or cancel orders if:

- payment is not authorised
 - pricing errors occur
 - stock is unavailable
 - fraud is suspected
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6. Payment

We accept payment through secure online payment methods such as:

- debit card
- credit card

Payment must be received before goods are dispatched.

7. Delivery

We currently deliver **within the United Kingdom only**.

Delivery times are estimates and may vary due to:

- courier delays
- weather conditions
- public holidays

Risk in the goods passes to you upon delivery.

If your order has not arrived within the expected timeframe, please contact us.

8. Lost or Delayed Parcels

If an order is delayed or believed to be lost in transit, we will work with the courier to investigate the issue.

Where a parcel is confirmed as lost by the courier, we will arrange either:

- a replacement item, or
- a refund.

We are not responsible for delays caused by courier services or other circumstances beyond our reasonable control, but we will make reasonable efforts to assist.

9. Returns and Cancellations

Under the **Consumer Contracts Regulations 2013**, customers have the right to cancel online orders.

You have **14 days from receipt** of your goods to request a return.

Conditions:

- Items must be unused and in original packaging.
- You must notify us before returning any item.
- Return postage is normally the customer's responsibility unless the item is faulty.

Refunds will be processed within **14 days of receiving the returned goods**.

10. Return Exclusions

For hygiene and product integrity reasons, certain items may not be eligible for return if they have been opened, used, or are no longer in a resalable condition.

This may include:

- fishing hooks
- fishing line or leader materials removed from packaging
- opened terminal tackle
- used tools or accessories

This does not affect your statutory rights if a product is faulty, damaged, or not as described.

11. Faulty or Incorrect Items

Under the **Consumer Rights Act 2015**, products must be:

- of satisfactory quality
- fit for purpose
- as described

If an item is faulty or incorrect:

- contact us within 30 days
- we will offer a replacement, repair, or refund

We may request photographs or the return of the item before issuing a refund.

12. Use of Fishing Tackle

Fishing equipment must be used responsibly and safely.

Customers are responsible for:

- using products correctly
- complying with local fishing regulations and licensing requirements
- supervising children when using fishing equipment

We accept no liability for misuse of products.

13. Website Use

You must not misuse this website by:

- introducing viruses or malicious code
- attempting unauthorised access
- interfering with the website's operation

We reserve the right to suspend access if misuse is detected.

14. Limitation of Liability

To the extent permitted by law:

- We are not liable for any indirect or consequential loss.
- Our maximum liability is limited to the value of the purchased goods.

Nothing in these Terms and Conditions limits liability for:

- death or personal injury caused by negligence

- fraud or fraudulent misrepresentation
 - any rights you have under UK consumer law
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15. Electronic Communications

Certain information or communications are required by law to be provided in writing. By placing an order with us, you agree that we may communicate with you electronically and that such communications satisfy any legal requirement for them to be in writing.

This does not affect your statutory rights.

16. Privacy

Customer data is handled in accordance with our Privacy Policy and the **UK GDPR**.

17. Changes to Terms

We may update these Terms and Conditions from time to time. Any changes will be posted on this page.

18. Events Outside Our Control

We shall not be liable for any delay or failure to perform our obligations where this is caused by events beyond our reasonable control (Events Outside Our Control), including but not limited to strikes, natural disasters, transportation disruptions, or government restrictions.

In such circumstances, our obligations will be suspended for the duration of the event.

19. Governing Law

These Terms and Conditions are governed by the laws of **England and Wales**.

Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.