



Terms & Conditions

1. Scope

These Terms & Conditions apply to all orders placed with The Larder GmbH via our website.

By placing an order, you agree to be bound by these Terms & Conditions.

2. Company Information

The Larder GmbH

Wichjeweg 99

3920 Zermatt

Switzerland

Email: info@thelarder.ch

Company number: CHE-460.696.625

3. Products

We offer professionally prepared meals that are delivered frozen and designed to be finished at home.

All meals are handmade and prepared in batches. As a result, slight variations in portion size, appearance, and composition may occur.

Product descriptions, ingredients, and allergen information are provided to the best of our knowledge but may be subject to change.

4. Ordering

Orders are placed via our website.

By completing an order, you confirm that:

- All information provided is accurate and complete
- You are authorised to use the selected payment method

We reserve the right to refuse or cancel orders at our discretion, including in cases of suspected fraud or error.

5. Pricing & Payment

All prices are listed in CHF.



Payment is due at the time of order via the available payment methods on our website.
We reserve the right to change prices at any time. The price confirmed at checkout is binding.

6. Delivery

Delivery is made on the date selected at checkout.

Meals are delivered frozen in insulated packaging designed to maintain temperature during transit. Delivery times are estimates and not guaranteed. Delays may occur due to circumstances beyond our control, including weather or courier disruptions.

It is the customer's responsibility to ensure that:

- Delivery details are accurate and complete
- Someone is available to receive the delivery, or
- A safe and suitable location is provided

If delivery is not possible due to incorrect information or failed access, we reserve the right to charge for redelivery.

Upon delivery, products must be transferred to a freezer as soon as possible.

7. Risk & Responsibility

Risk transfers to the customer upon delivery, including where delivery is made to a designated safe place.

The Larder GmbH is not responsible for:

- Improper storage after delivery
 - Failure to promptly transfer products to a freezer
 - Deterioration due to delayed handling after delivery
 - Delivery issues resulting from incorrect or incomplete address details
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8. Cancellation & Refunds

Due to the perishable nature of our products, orders cannot be cancelled or refunded once they have been dispatched.

If there is an issue with your order (e.g. damage or incorrect items), you must contact us at info@thelarder.ch within 24 hours of delivery, including photographic evidence where applicable.

Refunds or replacements are granted at our discretion.



We do not offer refunds based on personal taste preferences.

9. Allergens & Dietary Information

Allergen information is provided for each product.

However, our kitchen handles multiple allergens. We cannot guarantee the absence of trace allergens.

Customers are responsible for reviewing allergen information before ordering and ensuring products are suitable for their dietary requirements.

10. Storage & Use

All products must be stored frozen upon delivery.

Once defrosted:

- Products should be cooked according to instructions
- Products must not be refrozen

Products are intended to be consumed before the indicated best-before date. We cannot guarantee quality or safety beyond this date.

11. Liability

To the extent permitted by law, The Larder GmbH shall not be liable for indirect, incidental, or consequential damages.

Our liability is limited to the value of the affected order.

Nothing in these Terms excludes liability where it cannot be excluded under applicable law, including liability for gross negligence or wilful misconduct.

12. Force Majeure

We are not liable for failure or delay in performing our obligations where such failure results from events beyond our reasonable control, including but not limited to severe weather, transport disruption, strikes, or supply chain interruptions.



13. Intellectual Property

All content on this website, including text, images, and branding, is the property of The Larder GmbH and may not be used without permission.

14. Data Protection

We process personal data in accordance with our Privacy Policy.

15. Governing Law

These Terms & Conditions are governed by Swiss law.

The place of jurisdiction is Switzerland.