

Terms & Conditions

E P Hospitality Limited T/A Sher-E-Punjab

Trinity Road, Llanelli, SA15 2AB, Wales, United Kingdom

Email: sherepunjab9298@gmail.com

Tel: 01554 777727

Last updated: 28 April 2026

1. Introduction

These Terms and Conditions ("Terms") govern your use of our website and the purchase of food and services from E P Hospitality Limited trading as Sher-E-Punjab ("we", "us", "our").

By accessing our website or placing an order, you agree to be bound by these Terms.

If you do not agree, you should not use our website or services.

2. About us

We are an Indian restaurant and takeaway business located at:

Trinity Road, Llanelli, SA15 2AB, United Kingdom

Contact: Email: sherepunjab9298@gmail.com

Tel: 01554 777727

3. Orders

3.1 All orders placed through our website, by phone, or in person are subject to acceptance and availability.

3.2 We reserve the right to refuse or cancel any order at our discretion, including but not limited to:

- Product availability
- Incorrect pricing or menu errors
- Suspicion of fraudulent activity

3.3 Once an order is accepted, you will receive confirmation.

4. Pricing and payments

4.1 All prices are shown in GBP (£) and include VAT where applicable.

4.2 We reserve the right to change prices at any time without prior notice.

4.3 Payment must be made in full at the time of ordering or upon delivery/collection where applicable.

4.4 We use third-party payment processors and do not store full card details.

5. Delivery

5.1 Delivery times are estimates only and may vary due to demand, traffic, weather, or other factors outside our control.

5.2 We aim to deliver orders as quickly as possible but do not guarantee exact delivery times.

5.3 It is your responsibility to provide accurate delivery information. We are not responsible for failed deliveries due to incorrect details.

5.4 Delivery charges (if applicable) will be shown at checkout.

6. Collection orders

6.1 Collection orders must be collected at the agreed time.

6.2 We are not responsible for food quality after a reasonable collection delay.

7. Cancellations and refunds

7.1 Due to the nature of fresh food preparation, orders cannot usually be cancelled once preparation has started.

7.2 Refunds or replacements may be offered at our discretion if:

- The order is incorrect
- The food is unsatisfactory due to our error

7.3 We do not offer refunds for customer errors (e.g., wrong item selected or incorrect address provided).

8. Food allergies and dietary requirements

8.1 We take food allergies seriously. However, we cannot guarantee that any dish is completely free from allergens due to possible cross-contamination in the kitchen.

8.2 It is your responsibility to inform us of any allergies or dietary requirements before ordering.

8.3 Full allergen information is available upon request.

9. Use of the website

9.1 You agree not to misuse our website or attempt to gain unauthorised access to any part of it.

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

10. Intellectual property

All content on this website, including text, logos, images, and design, is owned by or licensed to E P Hospitality Limited and is protected by copyright laws.

You may not copy, reproduce, or use any content without written permission.

11. Limitation of liability

11.1 We are not liable for any indirect or consequential loss arising from the use of our website or services.

11.2 Our total liability for any claim relating to an order shall not exceed the total amount paid for that order.

11.3 Nothing in these Terms excludes liability for death or personal injury caused by negligence or for fraud.

12. Force majeure

We are not responsible for delays or failures caused by events outside our reasonable control, including but not limited to natural disasters, strikes, power failures, or transport disruptions.

13. Changes to terms

We may update these Terms at any time. Changes will take effect once published on our website.

14. Governing law

These Terms 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.

15. Contact us

If you have any questions about these Terms, please contact:

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