

Heater Supply Policy

1. Purpose

This policy sets out the conditions under which heaters are supplied by Spiced Wine Company Limited to customers purchasing mulled wine, cider and other hot beverage products.

2. Scope

This policy applies to all customers requesting the loan or use of heaters in connection with the purchase of Spiced Wine Company products.

3. General Principles

- Heaters are supplied as a support service to customers purchasing Spiced Wine Company products.
- All heaters remain the property of Spiced Wine Company.
- Heaters are provided on a temporary loan basis.
- The supply of a heater does not form part of any product sale contract.
- Heater availability is limited and subject to stock levels and operational requirements.
- Meeting the minimum order requirements does not guarantee heater availability.
- Heater allocations are made to ensure fair and cost-effective distribution of available equipment.

4. Eligibility Criteria

Heaters may be allocated subject to the following minimum order volumes:

Heater Type	Minimum Order Requirement
Single-Tap Heater	400 litres of one product
Twin-Tap Heater	600 litres of two products
Triple-Tap Heater	800 litres of three products

These thresholds reflect the Company's standard heater allocation criteria.

5. Reservation Process

- 5.1 Customers should request heaters as early as possible when placing an order.
- 5.2 Heater reservations are not confirmed until acknowledged in writing by Spiced Wine Company.
- 5.3 Heater reservations are subject to equipment availability at the time of confirmation.
- 5.4 Where demand exceeds available stock, customers may be placed on a waiting list.
- 5.5 Spiced Wine Company reserves the right to amend or withdraw a reservation where operational requirements make this necessary.

6. Allocation Priorities

Where heater demand exceeds available supply, heaters will normally be allocated in the following order:

1. Customers with confirmed qualifying orders.
2. Customers whose heater reservations were confirmed earliest.
3. Customers with the largest qualifying volume requirements.
4. Operational requirements determined by Spiced Wine Company.

The Company reserves the right to determine the most appropriate allocation of heaters based on event requirements and available stock.

7. Customer Responsibilities

Customers receiving heaters must:

- Use the equipment safely and in accordance with any operating instructions provided.
- Take reasonable care of the equipment while in their possession.
- Ensure heaters are used only for approved Spiced Wine Company products.
- Report any fault, damage or loss immediately.
- Prevent unauthorised modification, repair or alteration of the equipment.
- Ensure the equipment is operated by competent personnel.

8. Return of Equipment

8.1 Loaned heaters must be returned in good condition, allowing for reasonable wear and tear.

8.2 Heaters must be returned within 14 days of the customer's final event date unless a later return date has been agreed by Spiced Wine Company.

8.3 Heaters must be returned clean and free from product residue.

8.4 Customers may be charged for:

- Loss or theft of equipment.
- Damage resulting from negligence or misuse.
- Missing components or accessories.

- Excessive cleaning requirements.

8.5 Return arrangements will be agreed between the customer and Spiced Wine Company.

9. Liability

9.1 Spiced Wine Company accepts no liability for loss of sales, loss of profit, event disruption or any indirect or consequential loss arising from:

- Heater failure.
- Heater unavailability.
- Delayed delivery.
- Withdrawal of heater allocation.
- Improper operation of equipment by the customer.

9.2 Customers remain responsible for ensuring they have suitable contingency arrangements in place for the serving of hot beverages.

10. Policy Administration

10.1 Spiced Wine Company reserves the right to interpret and apply this policy in accordance with operational requirements and available stock.

10.2 Any deviation from this policy must be approved by a Director.

11. Policy Review

This policy shall be reviewed annually before the winter trading season to ensure that it remains appropriate to customer demand, equipment availability and business requirements.

Next review date: September 2027