Terms and Conditions

1. Website and registration

By signing up to our website and purchasing products from Mountainthyme.ch, you are agreeing to the terms and conditions of sale. This means we require the following information:

- Your address, including the postcode of the billing address associated with the payment card.
- Your telephone number
- Your email address, so we can supply you with important information such as your order confirmation and any queries or changes to delivery

It is your responsibility to keep your password secure. The personal data requested from you are necessary for the processing of his order; this information is strictly confidential and is only intended for our use.

Please note that the images used on our website are for reference purposes only; the dishes purchased may vary in appearance.

2. Gift Vouchers

Gift vouchers are redeemable within expiry date for orders of Mountain Thyme Delicious Dinners. However, our checkout process at the moment doesn't have this functionality. Please call 027 565 2206 or email info@cookinthealps.com to place an order using your gift voucher.

Gift vouchers are not valid at shops other than Mountain Thyme selling Delicious Dinners.

Gift vouchers cannot be exchanged or refunded for cash.

Gift vouchers can be used towards purchases at a higher price than its face value upon payment of the difference.

3. Payment

All orders must be paid in full before delivery or collection. If an order is cancelled within 7 days of the handover date, full payment is still due even if Mountain Thyme has not yet received payment. Payments already made for an order which is cancelled within 7 days of delivery or collection are non-refundable. (See also Cancelling an order, below.)

4. Delivery

Delivery is free for orders totalling 200CHF or more. Delivery for any order that totals less than 200CHF shall be charged at 20CHF.

We deliver on Wednesdays and Saturdays to the following villages: Verbier, Le Châble, Versegères, Medières, Bruson. All orders of Delicious Dinners must be placed a minimum of 7 days in advance.

We will deliver to the address provided and use any extra delivery instructions given by you. If the location is unclear or inaccessible, we will return your order to our premises in Versegères for collection by you. No refund will be given for orders not collected in this circumstance.

We will endeavour to deliver your order at the time and day specified. However, in cases of extreme weather or similar circumstances outside of our control, we may not always be able to deliver by the specified time. We will engage to keep you informed of any delays and re-attempt delivery as soon as possible (with no further delivery charge).

If you have specified that we may leave the order in a specific place, you assume all responsibility for it from the point we deliver. Mountain Thyme declines responsibility for any damage incurred after this point. All frozen meals should be kept at -18°C or below; all defrosted dishes should be kept between 0-5°C and should be consumed within 3 days of defrosting. Meals should be cooked or heated as per the instructions provided.

5. Collection

We will always try our best to make sure we have your order in stock and ready for collection at the time specified. If possible, we will contact you in advance to let you know if anything is missing or delayed.

We will generally try to hold your order for 3 days after we expect you to collect, after which point we cannot guarantee that your order will be available to you. During peak times including Christmas, New Year and February holidays, you will need to collect within 1 day of your collection date.

If you want someone to collect on your behalf, please let us know they will be doing so.

6. Cancelling an order

Orders from our general Delicious Dinners range can be cancelled up until 7 days before they are due to be dispatched. Orders from our Christmas and Easter menus are subject to their own cancellation deadlines – please see their specific terms and conditions. Any order cancelled within 7 days of delivery or collection is non-refundable.

7. Changing an order

If you want to change a confirmed order, you must contact Mountain Thyme. We will confirm if the change is possible. If it is possible, we will let you know about any changes in price, timings or anything else which would be necessary as a result of your requested change and ask you to confirm whether you wish to go ahead with the change. Please note: it is not always possible to accommodate changes.

8. Dietary requirements and allergies

Several of our dishes meet certain dietary requirements such as being diary-free, gluten-free, vegetarian or vegan. This is clearly marked online on each product and you can also filter your search by these attributes.

Major allergens are highlighted for each product. We cannot, however, guarantee the complete absence of trace amounts of allergens in our products since they are regularly in use in our premises.

If you require any other dietary need to be accommodated, please contact us in advance of placing your order and we will let you know if this is possible.

9. Complaints

If you are not satisfied with any of the products ordered, please contact us by emailing info@cookinthealps.com. As we sell perishable goods, we expect you to inspect your order upon receipt, and let us know of any complaints or problems within 24 hours of delivery or collection.

10. Force Majeure

Mountain Thyme shall incur no liability to the client if performance of the contract is prevented or hindered by any case beyond Mountain Thyme's control and in particular by act of fire, flood, subsidence, sabotage, accident, strike, pandemic, federal or cantonal restrictions, or lock out and shall not be liable for any resulting loss or damage suffered by the client.