

User Agreement for SALSA Label Checking Service

Purpose:

To define the Terms and Conditions for the SALSA Label Checking Service including liability disclaimer

Policy:

This User Agreement ("Agreement") is a contract between you (the customer) and SALSA ("we", "our" or "us" as appropriate). This Agreement describes your and our rights and responsibilities when you use the SALSA Label Checking Service or any related products and services that we offer (collectively the "Service").

The SALSA label checking service ensures that food labels are compliant with current UK labelling legislation. Available to members and non-members of the SALSA Scheme, the service is a joint process between the customer, SALSA and the label checking service provider.

After payment in full, the customer will be asked to provide technical information for example; specifications, raw materials specifications, nutritional information and other relevant details as part of the process. Failure to provide the request information may delay or prevent delivery of the Label Checking Service.

On receipt of the requested information, the customer will be provided with either pack copy for label generation, or review of an existing label against the specification provided, within 5 working days.

The SALSA labelling team will liaise either with the customer (or design agency) to advise amends necessary. Revised artwork will be reviewed, and approval given or further amend advised as necessary.

Should it be necessary to refer draft artwork for further legislative clarification, the SALSA labelling team will refer the label to our Primary Authority and you will be notified within 5 days that this is required and advised indicative timescale for completion.

Final label sign off will be provided when artwork is fully compliant to relevant legislation.

SALSA Label Checking Service liability disclaimer

Information or opinion contained in this report which has been provided by SALSA is done so in good faith. Label approval is based only on the information provided by the customer. SALSA accepts no liability for any error or omission in such information or opinion contained within this report. SALSA accepts no liability for inaccurate or incorrect information or opinion of the content and wording of food labels arising from inaccurate or incorrect information about products provided by the person or persons requesting the information or opinion and shall not be liable for any loss including: economic loss, loss of business, loss of profits or depletion of goodwill in each case, whether direct or consequential, resulting from the use or application of the information contained in this report.

UK and European Food & Drink Labelling regulations are complex with many different factors to be considered. Some areas or aspects of food labelling regulations may be open to different interpretations in certain situations. In such situations, users of the SALSA labelling service should consult their Local Authority Trading Standards office for a second opinion. In other situations, there may be more than one correct interpretation of food labelling regulation which may lead to a difference of opinion between SALSA and a third party.

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Cancellation and refund policy

A full refund can only be arranged before of receipt of the requested technical information.

Complaints

Please see SALSA Complaints, Conflicts and Appeals policy

Approval:

This document was approved by SALSA Operations:

Issued	01/11/2019
Revision	N/A

Availability:

This document is available via the SALSA website to:

Governance Board	Yes
Technical Advisory Committee	Yes
Auditor/Mentor	Yes
Members	Yes
Buyers	Yes
Public	Yes