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## **Holiday Turkeys from Bühlhof Farm**

### **General Terms and Conditions**

#### **Delivery dates**

We mainly offer whole turkeys at Thanksgiving (fourth Thursday in November) and Christmas. Subject to availability, we will also be happy to prepare holiday turkeys for you at other times. However, depending on the age of the fattening groups, we may not always be able to deliver your requested weight.

If refrigerated appropriately, a turkey can be stored for 6 to 7 days between slaughter and preparation.

#### **Prices**

Turkeys	up to 8 kg	Fr. 19.00 / kg
	8–10 kg	Fr. 18.00 / kg
	over 10 kg	Fr. 17.00 / kg

Supplement for unscheduled slaughter      Fr. 20.00 / Turkey

#### **Refrigeration**

After slaughter, we chill turkeys to 0 to 2 degrees Celsius. After a few hours, we finish cleaning the carcasses and prepare them for sale.

However, not every private household has the enough space in their refrigerator/freezer to store a turkey appropriately. If that is the case, we recommend that you do not collect it from us until shortly before you intend to prepare it.

By special request, we can also deep-freeze the turkeys. Deep-frozen birds can be stored for up to 10 months without any problems. Remember to leave enough time for thawing. This takes 2 to 3 days in a refrigerator. Thawing at room temperature halves this time, but is not advisable.

### **How we offer turkeys**

We fatten and slaughter the turkeys here on our farm – for more information, see [www.buehlhof.ch/trutenfleisch](http://www.buehlhof.ch/trutenfleisch). We pluck and gut them, but leave the stuffing and roasting up to our customers. On request, we will also include the liver, neck, heart and stomach meat free of charge.

### **Weights and ovens**

We offer turkeys weighing from 4 to max. 20 kilograms. The ideal weight is based on several factors and at the discretion of our customers. From experience, we suggest the following weights (figures are non-binding):

5–6 servings:	4,0 kilograms
7–8 servings:	4,5 kilograms
9–10 servings:	5,5 kilograms
11–12 servings:	6,0 kilograms
13–14 servings:	7,0 kilograms
15–16 servings:	8,0 kilograms
17–18 servings:	9,0 kilograms
19–20 servings:	10,0 kilograms

We try to get as close as possible to the weight ordered. As we can't always calculate exactly how fast the animals will grow, the weight can vary by up to 20 percent from the weight ordered. We will charge you for the effective weight.

We do not sell any turkeys weighing less than 4 kilograms. If your party is too small, we recommend roasting a Swiss goose instead of a turkey – or inviting more guests. :-)

There are plenty of uses for any leftovers: eat them cold in sandwiches or salad, or hot in soups or bakes.

There should be no problems roasting turkeys up to 10 kilos in standard ovens. Any bigger and things might get tight. One way to fit a bigger bird into your oven is to cut off the base of the tail.

## **Collection**

After you place your order, you can collect your turkey at Bühlhof on the days and times published on our website or the holiday turkey order form, or at other times by arrangement.

By special request and at the sole risk of the customer, we ship turkeys (charging an additional 22 to 29 Swiss francs for postage) using the postal service's overnight service "Swiss Express Mond". We hand the package over at 5 pm and it is delivered to the customer the following morning by 9 am at the latest. This interrupts the cold chain.

## **And what happens if things don't work perfectly?**

We strive to help make your festive meal a special event with flawless products and good service. We spare no effort to ensure that this is the case, and all the positive feedback we receive is confirmation of this.

In spite of our best efforts, problems and events of force majeure can occur, which render it impossible for us to fulfil your order normally. Force majeure can include foxes getting into the chicken coop, animal diseases or contamination of the carcasses, preventing us delivering your turkey safely.

Sometimes, we make mistakes entering and processing the order, causing us to deliver incorrect weights or on the wrong date, mislaying the entire order or missing an arranged shipping deadline. In the past, we have always been able to find a satisfactory solution for customers whenever problems like this have occurred.

If the order is not processed or not processed to the customer's satisfaction, any claims on the part of the customer to damages or compensation in kind above and beyond reimbursement of any payment already made are excluded in full. Any defects must be reported immediately after receipt of the goods. Otherwise the goods shall be deemed accepted as flawless by the customer. Any concealed defects must be reported immediately after they are discovered.

Orders can only be placed by persons with legal capacity. Placement of orders is free of charge. We are entitled to reject orders without stating reasons. The customer must provide all information required to process the order in full and truthfully. By placing the order, the customer confirms the accuracy of all information provided.

## **Privacy**

Under the current state of the art, data communication over the Internet cannot be guaranteed to be trouble-free and/or available at all times.

When we are contacted by customers, their information like surname, first name, address, telephone number and e-mail address is stored to process the business transaction and for marketing purposes. This data will be treated with strict confidentiality and will not be passed on to third parties.

## **Applicable law and place of Privacy**

Swiss law will be applicable exclusively. The place of jurisdiction in Greppen, Switzerland.

As at: 12. November 2019