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***[Insert Organisation Name and website address]***

**Terms and Conditions for Use and Sales**

Last updated *[Insert date]*

### **1. Our website**

Your use of this website and any service contained within constitutes acceptance of these Terms & Conditions.

### **2. Customer Information**

**2.1** You should always check that the contact information you provide is correct before creating a customer account or proceeding to payment.

**2.2** You are responsible for maintaining your own username and password, where required to access your customer account. You should ensure that you store your username and password securely and that the details required to access your customer account are not provided to another party.

**2.3** As a customer you are responsible for your customer account and actions taken within it. If you are aware or suspect that your customer account username and password or other details have become known to a third party, you should inform us immediately.

**2.4** Our website is only intended for use by adults. Adults may purchase products for children as long as the products purchased are intended by the manufacturer for use or consumption by children.

### **3. Privacy**

*[Insert Organisation name]* takes your privacy seriously. We are registered under and comply with the Data Protection Act 1998. For further details please see our Privacy Policy.

#### **4. Product Pricing and Title**

**4.1** We make every effort to ensure that the pricing displayed on our website is correct. However, if an error in the pricing of a product is found we reserve the right to either cancel your order or contact you to arrange payment of any extra sum due or refund any over-payment made by you (as applicable). The processing of an order can be cancelled or corrected by us at anytime up to the electronic shipment of that order and any related items.

**4.2** We reserve the right to alter all product pricing without notice.

**4.3** Title in any products ordered from us does not pass to you, the purchaser until we have received and processed a valid payment, and that payment has been made into our own bank account and your order has been shipped.

#### **5. Your Order**

**5.1** When you place an order you will automatically receive a confirmation email from us to confirm your order. Your order constitutes an offer made to us to purchase the goods specified in the order.

**5.2** Your offer is only accepted by us once we have emailed you to confirm the electronic dispatch of your order.

**5.3** Product items not included within the dispatch email are not included in the order and contract between you and us.

**5.4** We reserve the right to delay or refuse orders where a transaction contains incomplete details or details that cannot be verified or where fraud is suspected.

**5.5** If we are unable to reasonably ascertain these details or resolve these issues a full refund will be made against the card used at the time of purchase. No other form of refund or credit will be offered nor will a refund be made to any third party card or account.

#### **6. Cancellation Rights and Refunds**

**6.1** No right of cancellation exists under The Consumer Protection (Distance Selling) Regulations 2000 for downloaded goods, electronic or "softcopy" goods to which you, the customer has instant access to or use of.

**6.2** Refunds will be given for any goods where they are found by us to be defective.

**6.3** Refunds will not be given where we are unable to replicate the issue or the issue stems from the user or their equipment.

**6.4** Where any goods are found to be defective we will offer a replacement item or issue a full refund at our discretion. Where a refund is offered and accepted by you it will be made within seven working days of receiving your acceptance of a refund.

**Sample document – the remaining are clause headings only  
Full document contains all clauses**

**7. Customer Complaints**

**8. Events outside our control**

**9. Licence**

**10 Copyright**

**11. Reasonably Foreseeable Losses**

**12. Severability**

**13. Waiver**

**14. Entire Terms & Conditions**

**15. Jurisdiction**

Your statutory rights are unaffected.

Our contact details are as follows:

*[Insert Organisation name and full address here]*

Email: *[insert]*

Telephone

From within the UK: *[insert]*

International: *[insert]*

Fax

From within the UK: *[insert]*

International: *[insert]*

*[Insert, if applicable]*

Company registration number:

VAT registration number:

***[Insert Organisation Name and website address]***  
**Privacy Policy**

Last updated *[Insert date]*

- 1. Data Protection Act 1998**
- 2. Our Services**
- 3. Data Protection Register**
- 4. Required Period**
- 5. Data Storage**
- 6. Email Updates**
- 7. Our Promise**
- 8. Data Shared With Partners**
- 9. Email Options**
- 10. Partner Privacy Policies**
- 11. Spam**
- 12. Product Updates**
- 13. Email Content**
- 14. Cookies**
- 15. Contact Us**

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