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

**Terms and Conditions for Use and Sales**

These terms and conditions were last updated on *[Insert date]*

## **1. Introduction**

**1.1** These terms & conditions set out the terms between you the customer and us the website owner.

**1.2** Your use of this website and any service contained within constitutes acceptance of these terms & conditions in full.

**1.3** You should not use this website if you do not accept with these terms & conditions in full.

## **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.

**2.5** We reserve the right to restrict or remove your access to this website where you breach these terms and conditions. Such restriction or removal will take place without recourse or explanation to you where we solely deem it appropriate or necessary.

### **3. Privacy**

We take 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, Title and Responsibility**

**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 shipment of that order and any related items.

**4.2** All prices are displayed inclusive of Value Added Tax (VAT) or other applicable sales tax. Furthermore on the checkout page(s) and all email or paper receipts the VAT or sales tax element will be clearly and separately displayed as part of the total cost of your order.

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

**4.4** 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 and received by you.

**4.5** We are responsible for any loss or damage to any products until you receive them.

### **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 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. Shipping and Customs Duty**

**6.1** All orders received by us are shipped subject to availability.

**6.2** We reserve the right to ship products at a later date (up to 28 days after purchase) where the product ordered is not in stock at the time of purchase. In this situation you will be contacted and offered a full refund instead of delivery of the product.

**6.3** We cannot be held responsible for disruption to shipping caused by industrial disputes or action outside our direct control. If such disruption occurs you will be offered delivery via an alternative delivery or fulfilment company or a full refund.

**6.4** If you are ordering a product from outside the UK the recipient of the product is responsible for all customs duties or tariffs incurred in the country to which the products are shipped. Furthermore your order may be subject to delay or be opened and searched by local customs authorities when entering the destination country. Please note we are unable to provide specific advice on customs duties or tariffs.

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

## **7. Cancellation Rights, Returns and Refunds**

## **8. Customer Complaints**

## **9. Faulty Products**

## **10. Events outside our control**

## **11. Licence**

## **12. Copyright**

## **13. User Generated Content**

## **14. Limitations and Exclusions of Liability**

**15. Indemnity**

**16. Variation**

**17. Assignment**

**18. Severability**

**19. Waiver**

**20. Third Parties**

**21. Entire Terms & Conditions**

**22. Your Statutory Rights**

**23. Jurisdiction**

Our contact details are as follows:

*[Insert Organisation name and full address here]*

Email: *[insert]*

*[No premium-rate or revenue sharing numbers for sales or customer service numbers]*

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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