

CONDITIONS OF SALE

INTRODUCTION

This section deals with conditions relating to the sale of products by Frederic Robinson Limited to you through the website.

OUR CONTRACT

When you place an order to purchase a product from the website we will send you an e-mail confirming receipt of your order and containing the details of your order. Your order represents an offer to us to purchase a product which is accepted by us when we send e-mail confirmation to you that we've dispatched that product to you (the "Dispatch Confirmation E-mail"). That acceptance will be complete at the time we send the Dispatch Confirmation E-mail to you and a binding contract between us on these terms and conditions will be concluded. Any products on the same order which we have not confirmed in a Dispatch Confirmation E-mail to have been dispatched do not form part of that contract.

PRICING AND AVAILABILITY

We list availability information for products sold by us on the website. Please note that dispatch estimates are just that. They are not guaranteed dispatch times and should not be relied upon as such though we will try to meet them wherever possible. As we process your order, we will inform you by e-mail if any products you order turn out to be unavailable. There are no weekend deliveries available.

All prices are inclusive of VAT unless stated otherwise.

ACCEPTING DELIVERY OF THE GOODS

We will deliver the goods to you at the delivery address you specify in your order. It is your responsibility to ensure that this information is accurate.

If we are unable to deliver the goods when we call, we will leave you a card to let you know how to arrange re-delivery, or collection from our depot. We may attempt to contact you on the contact details that you provide, and can arrange for a further attempt at delivery of the goods to the address originally specified or, at your request, to an alternative address, provided that the alternative address is within the same delivery price zone. We will not charge for a single additional attempt at delivery, but we reserve the right to charge for any additional costs for delivery beyond this second attempt. In the event that we are unable to deliver the goods, you will have a period of 10 days from our first delivery to collect the goods from our depot or to arrange re-delivery, after which the goods will be returned to us and the order cancelled. We will refund you the purchase price of the goods, less our delivery costs as set out in your order.

RETURNS/GUARANTEES POLICY NO QUIBBLES GUARANTEE

Our returns policy is simple! Our "no quibbles" guarantee means that if for any reason you are unhappy with your purchase, i.e. the item you have ordered is defective or you've had a change of heart you must return it to us unused and in its original condition within 30 days for a prompt replacement, exchange or refund.

RETURNS

How do I return an item? Simply call us on 01565 360036 or email admin@lords.marketing, and one of our customer support team will issue you with a Returns Authorisation Code that will enable us to process your return quickly and efficiently. You must obtain a Returns Authorisation Code before sending anything back to us or we will not be able to process your return. To give you a few pointers on how we manage our returns, here are some simple and easy to follow guidelines:

FAULTY OR DEFECTIVE ITEMS

If you return an item because of an error on our part, or it is defective, we will happily refund your costs in returning it to us. You are responsible for any other service provided to you in connection with your purchase, e.g. gift wrapping. The item(s) must be returned within 30 days of purchase.

CHANGE OF HEART/WRONG SIZE

Goods returned to us because of a change of heart, or the wrong size, must be unused and in perfect, re-saleable condition (including product packaging, instructions, etc), otherwise we will not be able to refund you. You are responsible for any other service provided to you in connection with your purchase, e.g. gift wrapping and delivery charge. Please note that the costs of returning item(s) to us as a result of a change of heart must be borne by you. In any event, the item(s) must be returned within 30 days of purchase.

Under the European Distance Selling Regulations (DSRs), customers in the European Union that cancel a contract for purchase of an item(s) within 7 days of receipt of their order will receive a refund for the cost of the item(s) and the cost of sending the item to you, provided that the entire order is being returned. If the item(s) returned is part of a larger order, then no delivery charge is refunded. Where we collect an item from you, we reserve the right to recover the costs of collection from you.

PERISHABLE GOODS

We are unable to accept returns of perishable goods.

GIFT VOUCHER

When you place an order for tickets through the website, we will send you an email confirming receipt of your order and containing the details of your order. Your order represents your offer to us to purchase the tickets, which is accepted by us when we send email confirmation to you containing your e-tickets (the "booking confirmation email"). That acceptance will be complete at the time we send that email to you and a binding contract between us on these terms and conditions will be concluded.

The contract will relate only to those tickets that have been accepted and confirmed by us in the booking confirmation email.

PURCHASED AS A GIFT

If tickets are purchased as a gift, a voucher containing a unique reference number will be provided in the confirmation email. All vouchers must be used to book a date within 12 months from the date on which the vouchers were purchased. Failure to use the vouchers within this time limit will mean that they become void and no refunds will be given.

GIFT E-VOUCHER

Vouchers are non-refundable and cannot be exchanged for cash. If the full voucher value is not redeemed no change or equivalent cash value will be given.

Vouchers can only be used if a minimum order amount is met (excluding postage costs). The minimum order amount will be shown on / with the voucher.

If you would like to place an order that is worth more than your voucher amount, you can pay for the difference using Visa or MasterCard. If the voucher is worth more than the order, the difference will not be refunded and cannot be applied to a future order; therefore if you do not use the entire voucher amount, the difference will be lost.

Without the permission of Frederic Robinson Ltd it is not permitted to sell, trade or purchase vouchers or vouchers codes in any way. This also applies to purchasing vouchers or voucher codes from third parties.

Robinsons reserves the right to discontinue a voucher at any time or to modify any vouchers' terms and conditions.

All vouchers must be used within 12 months from the date on which the vouchers were purchased. Failure to use the vouchers within this time limit will mean that they become void and no refunds will be given.

RETURNING A GIFT

We are happy to exchange faulty or defective products that have been sent as a gift. If you are returning an item but would like to exchange it for something else and you're not sure what, we are happy to issue a gift voucher for the value of the item you are returning. If a refund is required however, please note that refunds of the purchase price for items bought as gifts can only be given to the original purchaser.

ITEMS LOST IN TRANSIT

We cannot be held responsible for packages lost in transit: as you are responsible for returning the item(s) to us, we recommend sending the package by Recorded/Special Delivery.

REFUNDS, REPLACEMENT AND EXCHANGES

Refunds, replacements or exchanges are usually processed within 7 working days of receipt of the returned item(s) by Frederic Robinson Limited. Any refund will be made in the same form of payment that was used to make the initial purchase.

Please note, in all instances Frederic Robinson Ltd shall not be liable for incidental or consequential damages or expenses, including but not limited to lost profits or other economic or commercial losses. This warranty does not affect your statutory rights.

CUSTOMS

When ordering goods from Frederic Robinson Limited for delivery overseas you may be subject to import duties and taxes, which are levied once the package reaches the specified destination. Any additional charges for customs clearance must be borne by you; we have no control over these charges and cannot predict what they may be. Customs policies vary widely from country to country, so you should contact your local customs office for further information. Additionally, please note that when ordering from Frederic Robinson Limited you are considered the importer of record and must comply with all laws and regulations of the country in which you are receiving the goods. Your privacy is important to us and we know that you care about how information about your order is used and shared. We would like our international customers and customers dispatching products internationally to be aware that cross-border deliveries are subject to opening and inspection by customs authorities.