

1.

Every purchase from our website is covered by our 7 day satisfaction guarantee. We guarantee a full refund for unopened goods in original, saleable condition. To return goods, please refer to Returns Procedure.

### **Accurate Orders**

We are totally committed to ensuring that what we send you will be exactly what you ordered; no substitutes, shortages, or other discrepancies. Orders are double checked prior to packing. Large orders may be posted as multiple parcels.

### **Fast Delivery**

We want your goods to arrive as quickly as possible. Orders of 10-20 pieces posted to destinations are sent via Recorded Post. Orders in excess of 20 pieces are sent via DPD on a Next Day delivery service. A signature will be required upon delivery in all cases. DPD are one Europe's leading carriers ensuring fast, reliable deliveries. **Stock Availability** We aim to always ensure that stock is available for immediate despatch. Naturally we will not be able to despatch your order on time if you provide an incorrect or incomplete address. If any item you have ordered is not available, we will inform you as soon as is practicable, giving you the option of delivery of the available item(s), or cancellation of your order. Additionally cases of "force majeure" e.g. natural disasters, industrial action, civil unrest, terrorist action, etc ,would also mean that we may not be able to perform as normal. In such cases every effort will be made to keep you informed of any unforeseen situation as it develops.

2.

**Trademarks and Brand Names** The company makes no claim of ownership to the trademarks of any manufacturer whose products are listed on this Web Site, or including any goodwill that arises from the use of those trademarks.

3.

**No Endorsement** Mention of third-party products or services, including the use of trademarks or links to the web sites of Manufacturers, is for informational purposes only and constitutes neither an endorsement nor a recommendation of those manufacturers. In addition, such use of trademarks or links to their web sites is not intended to imply, directly or indirectly, that those manufacturers endorse or have any affiliation with the company

4.

Accuracy of Information Product specifications and other information have either been provided by the manufacturer or collected from publicly available sources. While the company makes every effort to ensure that the information on this Web Site is accurate, we can make no representations or warranties as to the accuracy or reliability of any information provided by third parties on this Web Site.

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6.

Links to External Sites This site may contain links to other sites on the internet which are owned and operated by manufacturers or other third parties. You acknowledge that we is not responsible for the availability of, or the content located on or through, any External Site.

7.

Prices Prices shown are what you pay, excluding Value Added Tax (VAT) at the prevailing rate, which is applicable to customers in the Ireland. . . Without a recognised VAT number , Value Added Tax (VAT) at the prevailing rate will be applied to their invoices. For carriage charges please refer to the website for all information. Should you have any query regarding carriage or require a quotation for deliveries outside areas shown please contact us.

8.

Cancellation You may cancel your order in accordance with your rights under the Distance Selling Regulations. To cancel your order you must contact us within 7 days of delivery of your purchase quoting your Order Number. You must take reasonable care of the goods and must not use them. Because most of the goods we sell are fragile and perishable, this means the individual product packaging must remain intact. If you cancel and you have already paid for the goods, you will receive a full refund after returning the goods to us If either party cancels an order prior to dispatch and you have already paid for the goods, you will receive a full refund. We reserve the right to refuse or cancel any order at our sole discretion at any time. You are then entitled to a full refund of any amounts already paid.

9.

**Payment** Payment can be made by via realex, cheque or bank transfer. Payments can also be made by credit or debit card by telephoning (+44) 01403 218880. We take all reasonable precautions to keep the details of your order and payment secure, however, unless we are negligent, we cannot be held liable for any losses caused as a result of unauthorised access to information provided by you. We do not keep any credit card information on our systems or servers. Goods ordered from and/or delivered by us remain the property of the company. until fully paid for. We may transfer our rights under this agreement to third parties. This includes, but is not limited to, the collection of payments due for your purchases. Should payment for your order remain outstanding or be refused after initial authorisation or returned in any other way, you indemnify us against the reasonable costs and expenses of obtaining payment in full. This includes, but is not limited to, interest on the amount outstanding, our extra administrative costs for payment collection, and related bank charges levied against us. The contract between us shall be governed by the laws of Ireland.

10.

**In the event of an error** While we aim to ensure that all prices, and pictorial and textual specifications are correct, errors may occur. If we discover an error in the price of the goods you have ordered we will inform you as soon as practicable. If the error is to your detriment, we will give you the option of confirming your order at the revised terms or cancelling it partially or completely. If the error is to your benefit, we will have the option, in our complete discretion, of cancelling your order, completely or in part for the items concerned. If we are unable to contact you or you do not respond, we will cancel your order.

11.

**Faulty goods** In the unlikely event that you receive faulty,damaged or incorrect goods, please refer to our Return Policy & Procedure. In the event that a product develops a fault or that the fault becomes apparent after 30 days of purchase, please contact us so that we may arrange for the rectification of the fault under the Manufacturers Guarantee or Warranty. We will not be liable for the costs of postage & packaging of returned defective goods.

12.

**Refunds** If an order was undeliverable, and we could not resolve the issue with you (e.g. because we received no response to email(s) we sent you) we will consider your order abandoned. Once the order is returned to us, we will refund the goods value of the order in full. Delivery charges either charged or factored into our prices (see charges) will not be refunded. In computing refunds for orders which we have attempted to deliver, The goods we supply do not present a hazard to health and safety 1. when properly used for the purpose for which they are

designed, 2. if used in accordance with the instructions provided, and 3. if you take reasonable and normal precautions in their use.

13.

**Liability** Our liability shall in all cases be limited to the total value of any order placed. with the company warrants that goods and/or services provided are fit for the stated purpose and free of inherent defects, but to the extent legally permissible provides no indemnity in respect of any losses, actions, costs, claims, demands, expenses, whether direct, indirect or consequential or other liabilities whatsoever. We do not guarantee that this website will be compatible with your computer equipment. We do not accept liability for any corruption or loss of data held thereon and similarly we will not be held liable for any other loss or damage of any kind caused to your computer equipment resulting from the use of this website.

14.

**Electronic communication** We confirm transactions, dispatches, etc. by email to an address that you provide. If you want to receive these emails, it is your responsibility to ensure that the details you provide are correct, and that your mailbox will accept messages from us. We are not responsible for the delay or loss of messages due to filtering technology, resource limits or issues with your ISP, network configuration or email software. The use of any personal information you provide is governed by our Privacy Policy.

15.

**Variance of Terms and Conditions** Transactions with the company are governed by these Terms and Conditions. If you operate a system of "purchasing" or "supplier" terms and conditions, any clauses therein shall only be effective if agreed to by the company explicitly in writing for transactions initiated after the date such agreement. We may change these terms and conditions from time to time without prior notification to you. Any changes will only apply to future orders. If you are a consumer, your statutory rights are unaffected