

## **Get Smart II Website: Terms & Conditions**

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### **1. Introduction**

We have set out below the terms and conditions which apply to information shown in the pages of [www.getsmarttwo.co.uk](http://www.getsmarttwo.co.uk) ("the website") and to the ordering of any products from the website. By placing an order, you agree to and accept these terms and conditions.

These terms and conditions apply to both **Online** and **Click & Collect** orders.

### **2. Website**

The material on the website is copyright to Get Smart II or our content and technology providers. You can view, print, and download the contents of the website for personal use, but not for any commercial purposes or re-publication.

### **3. Website Information**

2.1. We have tried to ensure that information provided on the website is accurate. However, we make no representation and give no warranty of any kind in respect of the information.

2.2. We do not accept liability for any loss (direct, indirect or consequential) which may arise from reliance on information contained in the website or in respect of any error or omission, except in relation to death or personal injury caused by our negligence.

### **4. Description of Products**

4.1. The description and specification of products on the website is only approximate and we reserve the right to make changes which do not materially affect the quality or performance of those products.

4.2. We may correct any error appearing on the website or withdraw any product from sale without incurring liability. Price and availability are subject to change without notice.

## **5. Ordering**

5.1. You may order products from the website by submitting a completed order form through the checkout procedure.

5.2. We will confirm your order by automatic e-mail to the address you have given. This does not constitute acceptance of your order, acceptance takes place upon dispatch of the order, at which point a contract between us is made.

## **6. Price & Payment**

6.1. The price of the products will be the price quoted on the website at the time we acknowledge your order. The price will include any applicable value added tax, but not the cost of delivery.

6.2. In addition to the price, you will have to pay our delivery charges as quoted on the website at the time we accept your order - unless you qualify for free delivery. The amount of these charges varies according to the country of the delivery address you specify in your order.

6.3. Payment is made by PayPal or credit/debit card at the time we accept your order. (The credit/debit cards we accept are listed on the website at the time you place your order). Refunds will generally be made by means of a credit to PayPal or your credit card.

## **7. Delivery**

7.1. We will arrange for delivery of the products you order by the method and to the address which you specify in the checkout procedure. Subject to availability, we aim to dispatch all goods within 7 days of your order being received. However, the time for delivery will not be essential to the contract between us.

7.2. If you do not take delivery of the products or supply adequate delivery instructions, we may cancel your order and retain the products. In this event, we will refund you the price of the products, but you will still be liable to pay any delivery charges.

7.3. If there is an error or any other delivery problem in respect of the products ordered, you must notify us in writing within 14 days after the delivery date. We will not be liable for any loss or damage if you fail to do this.

## 8. Returns & Refunds

**8.1. Online.** If you are not completely happy with your online order, we will offer a refund or an exchange if the goods are returned with their original packaging and have not been used. If the goods are not returned in their original condition or if any of the tags have been removed, we reserve the right to refuse a refund.

You must notify us in writing 14 days from when you receive the goods and return them to us within for 14 days from notifying us.

The cost of the goods will then be refunded but there will be no refund for postage and packing costs.

Before returning any goods please contact us at: [caroline@getsmarttwo.co.uk](mailto:caroline@getsmarttwo.co.uk)

We recommend you return your goods via recorded delivery for proof of postage as goods returned to Get Smart are done so at your own risk and expense.

**8.2. Click & Collect.** If you are not completely happy with your online order, we will offer a refund or an exchange if the goods are returned with their original packaging and have not been used. If the goods are not returned in their original condition or if any of the tags have been removed, we reserve the right to refuse a refund.

You must notify us in writing 4 days from when you receive the goods and return them to us within for 4 days from notifying us.

The cost of the goods will then be refunded but there will be no refund for postage and packing costs.

Before returning any goods please contact us at: [caroline@getsmarttwo.co.uk](mailto:caroline@getsmarttwo.co.uk)

We recommend you return your goods via recorded delivery for proof of postage as goods returned to Get Smart are done so at your own risk and expense.

## 9. Privacy Policy

Your payment will be processed by PayPal or a similar payment gateway. All customer information is kept strictly confidential on secure servers. Customer information is only used for the purpose of processing and fulfilling your order. We do NOT and will NOT pass your details to any third party.

If you have subscribed to our mailing list, we may send you offers from our shop, news, and other updates. You can unsubscribe from our mailing list by contacting us or clicking the unsubscribe link in any of our newsletters. Your email address will never be passed on to any other third party unless we are requested to do so by local law enforcement agencies.

We conform to the requirements of the Data protection act 1998.

## What are cookies?

Cookies are small pieces of data, stored in text files, that are stored on your computer or other device when websites are loaded in a browser.

Our website uses server-side cookies called 'sessions' to make your shopping basket work. These collect no information about yourselves and do not store any information on your personal machine. Without temporary session cookies, you will not be able to add items to your shopping basket.

They are widely used to 'remember' you and your preferences, either for a single visit through a 'session cookie' or for multiple repeat visits using a 'persistent cookie'. They ensure a consistent and efficient experience for visitors, and perform essential functions such as allowing users to register and remain logged in.

Cookies may be set by the site that you are visiting, known as 'first-party cookies; or by third parties, such as those who serve content or provide advertising or analytics services on the website, known as 'third-party cookies'.

Both websites and HTML emails may also contain other tracking technologies such as 'web beacons', or 'pixels'. These are typically small transparent images that provide us with statistics for similar purposes as cookies. They are often used in conjunction with cookies, though they are not stored on your computer in the same way. If you disable cookies, the web beacons may still load, but their functionality will be restricted.

### **Cookies set by WooCommerce**

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Cookies are used by WooCommerce in a variety of ways.

Cookies depend on specific features that are enabled on a store. The cookies are active when a user interacts with one of these features or to allow admin functions to be performed from within the store's dashboard.

### **A Secure Server for your details.**

When you register your details with us or place an order, we use a secure server. Any data you give is encrypted using a 'Secure Socket Layer' (SSL) session. SSL is an industry standard and is one of the best ways to ensure internet messages are not intercepted.

## **10. General**

10.1. The Contracts (Rights of Third Parties) Act 1999 shall not apply to any contract between us, so that no contractual rights are conferred on third parties.

10.2. Any contract between us shall incorporate these terms and conditions and be under English law. If there is any dispute, the English Courts will have exclusive jurisdiction.

## **11. Contacting Us:-**

Caroline Renwick

Get Smart II

Milkhope Centre

Berwick Hill Road

Blagdon

Nr Seaton Burn

Northumberland

NE13 6DA

**T: 01670 789 079**

**e-mail: [caroline@getsmarttwo.co.uk](mailto:caroline@getsmarttwo.co.uk)**

Text updated 26.11.20