

## **PRIVACY STATEMENT and SAFE PAYMENT & DELIVERY TERMS**

The following constitutes our terms and conditions

### **Your details:**

All information used to identify you as a customer will be treated in confidence. No identifying information will be knowingly disclosed to another party, nor do we sell our databases to 3<sup>rd</sup> parties. If you suspect your information has been disclosed then please let us know as soon as possible. We do not send out postal 'spam' in any form. We will only use your telephone number to contact you regarding order queries.

### **Products, ordering and payment:**

We sell resources and toys for children and adults. These items will generally have a full description and photograph on our website. Please note the name of the goods should be regarded as correct although some resources may be included in photographs to demonstrate how the resources can be used and that show other items not included in the price.

We endeavour to keep our pricing and stock levels correct on our website at all times, however we reserve the right to cancel a sale should we be unable to fulfil it or should the item be priced incorrectly. In the event of the second instance, we will offer the customer the option to pay any additional cost required if it is possible to contact them.

In the event of an item not in stock, we will endeavour to send it out separately as an "item to follow" within a reasonable time. However, we will also offer the customer an alternative product or a full refund.

Placing an order does not constitute a binding contract with us to provide the goods. In the event of our being unable to fulfil the order, we reserve the right to cancel it completely.

### **Pricing:**

All products offered for sale are priced in pounds sterling. Creativity in Practice is not VAT registered. Any customs or import duties due when your package reaches its destination country will be your responsibility.

### **Payment details:**

We use the secure online payment services of Paypal. Our payment system (Paypal) only allows us to take full payment for all requested goods at time of purchase. If you would prefer to use a postal payment by cheque then please allow a further 5 working days from receipt of your cheque as we will post goods as soon as your cheque has cleared.

Please make cheques payable to **Creativity in Practice** and send to:

***Oak Cottage, Dacre Banks, Harrogate, North Yorkshire. HG3 4EN***

Please enclose details of your order or telephone for more information.

If paying by cheque we cannot guarantee that items will be in stock when payment is received. Title does not pass to the customer until they have been paid for and received.

**Delivery:**

Your order will be packaged and despatched by first class post with 2-3 days of receipt of order. If the goods are lost or damaged in transit then please let us know as soon as possible.

Charges for post and packaging in the UK are for First Class Royal Mail unless otherwise stated.

Postage & Packing:

Up to £24.99 = P&P **£3.50**

£25 - £149.99 = P&P **£4.95**

£150 + = FREE

Please contact us for postage rates to Republic of Ireland, Channel Isles and Scottish Islands and for other countries in the European Union.

**Cancellation and returns:**

You may cancel your contract at any time up to 7 working days after the day of delivery. To do this, please e-mail us or write to us. You do not have to give any reason for cancellation; however, a brief explanation will help us to improve the service we offer to customers in the future. If you cancel, you must return the goods to us at your own expense. You must ensure that the goods are packaged adequately to protect against damage. It is your responsibility to obtain proof of postage. On cancellation, we will refund all moneys paid, including outward postage charges, within 30 days.

This cancellation policy does not affect your legal rights – for example, if goods are faulty or misdescribed.

**Faulty goods:**

If there is any problem with the goods, then please contact us as soon as possible.

We do not give refunds on items notified after 8 working days, or damaged goods not notified to us within 14 days from receipt.

**Changes to these terms**

These terms were drawn up on 20 September 2010. These terms apply to your order. We reserve the right to change these terms and conditions at any time, so please do not assume that the same terms will apply to future orders.

***The information you provide will only be used in accordance with the Data Protection Act 1998.***