

## **TERMS AND CONDITIONS 2008**

PLEASE READ THE TERMS AND CONDITIONS CAREFULLY BEFORE MAKING A PURCHASE FROM THIS WEBSITE. BY ORDERING FROM THE WEBSITE YOU ARE AGREEING TO ACCEPT THE TERMS AND CONDITIONS. THE TERMS DO NOT AFFECT YOUR STATUTORY RIGHTS.

### **General**

Any purchases you make are for your own private and domestic use only and are not for resale.

Details you provide for purchasing goods are true, accurate, current and complete in all respects; and that the credit or debit card you are using is your own and that there are sufficient funds in your account to cover payment of the umbrella(s) ordered.

You agree that email can be used as a long-distance means of communication.

### **Prices**

Please note that Juliet Blanch will always try to maintain up-to-date prices on the website but these may be subject to alteration at any time. The umbrellas are made in France and therefore Juliet Blanch is at the mercy of exchange rate fluctuations in these fast-moving financial conditions.

### **Stock Availability**

Juliet Blanch will process your order as quickly as possible. On receipt of your order an invoice will be emailed to you with payment details included and your umbrella will be despatched as soon as payment is received. Where stock is not available, you will be contacted immediately by email and advised whether the item is available to order for despatch at a later date or to see if you would prefer an alternative item in stock. You will not be invoiced until the item you require is available for despatch.

### **Payment Terms**

Your order will only be processed once full payment has been received. Currently, purchases can only be made from within the UK. Payment can be made via:

PayPal -

Credit/Debit Card (Mastercard/Maestro/Visa/Electron/Solo/American Express) or Paypal Account balance. As part of PayPal's Fraud Prevention Measures, all payments by credit or debit card are subjected to stringent security measures including address and postcode verification checks. Any transactions where one or more of these checks are failed may be rejected. Your card details are only revealed to PayPal and thus your payment details are not stored by Juliet Blanch.

Cheque –

Subject to a delay of 5 working days for clearance, sent to Juliet Blanch, PO Box 3481, Faringdon, Oxon SN7 9AF. We do not advise you send cash by post.

### **Postage and Packaging**

Prices specified are for standard second class delivery. If first class or special delivery next day service is requested there will obviously be an additional charge. A surcharge will also be made for deliveries to the Channel Islands and these deliveries may take 2-3 days or more.

### **Delivery Dates**

Normal standard parcel delivery within the UK by Royal Mail is 3-5 working days from despatch but during busy times eg. Christmas this could be longer. Should you require first class or special delivery next day service, please specify this at time of order but there will be an increased charge for this. Customers are asked to understand that once a parcel leaves Juliet Blanch, delivery is under the control of Royal Mail. Where delivery dates are given, they are given in good faith and in the event of a delay Juliet Blanch will not be liable for any consequences. If you are unable to accept delivery after first attempt then you will be responsible for collection from the depot holding the parcel or any additional delivery arrangements. If you receive the incorrect order, or your order has been damaged please contact Juliet Blanch by email or telephone within 7 working days of receiving your order so that your problem can be dealt with appropriately under our Returns Policy.

## **Returns Policy**

### General returns

If you are not delighted with your umbrella you may return it for an exchange or refund. Under distance selling regulations you have an unconditional right to cancel an order within a 7 day cooling off period starting the day after you receive the delivery. All returns should be sent to Juliet Blanch, PO Box 3481, Faringdon, Oxon SN7 9AF. If possible please use the original packaging the umbrella was sent to you in. Juliet Blanch does not accept responsibility for a returned product until it is received so it is important that you package the umbrella carefully and appropriately, and ensure the parcel is correctly addressed. Please use a reliable delivery service and ask for, and keep, proof of posting in order that you have compensation coverage if the umbrella goes missing.

### Exchange

Please email us before you return your umbrella to confirm the item you wish to exchange it for is in stock. You will be responsible for the return postage and an additional postage and packaging charge for the exchange item. If the exchange item is of a different price you will be emailed requesting additional payment or arranging a refund for the difference. The exchange item will not be despatched until the original umbrella is received by Juliet Blanch.

### Refund

Please email us to confirm you are requesting a refund. You will be responsible for the return postage to us and the original postage cost will not be refunded to you. You will be contacted regarding the refund of your original payment which will be made as soon as possible after your return umbrella is received by Juliet Blanch.

### Faulty Product

Goods should be inspected at the time of delivery and if you believe you have a legitimate defect please contact Juliet Blanch by email or telephone immediately so that your problem can be dealt with appropriately under our Returns Policy. Any damages must be reported to us within 7 days of receipt. In the event of a legitimate fault, Juliet Blanch will replace the umbrella, or if this is not possible, provide an acceptable suitable alternative to you or arrange a refund. Refund of postage costs is generally at the discretion of Juliet Blanch but if the goods are deemed to be faulty by Juliet Blanch, you will not be responsible for the cost of returning the goods.

### Cancellation

Orders may be cancelled at any time prior to despatch. Note that if an order paid for by credit card is not cancelled on the same day it was placed, you may be liable for a credit card surcharge applied to the original payment as well as the refund. Should you cancel your order the general returns and refund policy stated above will apply.

### **Product appearance and sizing**

As a consumer you are protected by the normal laws of England, in particular Distance Selling Regulations, The Sale and Supply of Goods Act 1994 and the Consumer Protection Act 1987

### **The Juliet Blanch website ([www.julietblanch.co.uk](http://www.julietblanch.co.uk))**

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Juliet Blanch reserves the right to decline orders for high volume purchases.

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### **Privacy**

Juliet Blanch will only hold your contact details as part of your order and will not pass on these details to any third party.

### **Indemnity**

You agree to indemnify and hold Juliet Blanch and its agents and suppliers, harmless from and against all claims, liability, damages, losses, costs and expenses, including reasonable solicitor's fees, arising out of any breach of the Terms and Conditions by you or any other liabilities arising out of your use of this website, or the use by any other person accessing the website using your Personal Information..

### **HTML Links**

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