

General

VAT Number:- 360462568

Your Personal Information

Your personal information is very important, we use Paypal for your online purchases. However if you would like to pay over the telephone please ring 01287 610179 or click here to arrange a call back. We keep your personal details secure when ordering from us. We do not share any information with third parties. We may send a Christmas Catalogue but if you do not wish to receive this please let us know and we will remove your details.

Our site doesn't use cookies, please go to <http://www.paypal.co.uk> to view there policy on cookies.

Ordering

How To Order

Add your required items to Add to Cart. When you have completed your shopping click Proceed to Checkout and this will take you to the Paypal web site where your secure payment will be taken. Please be advised all Purchase Contracts are legally binding.

Delivery

Delivery is usually within 3-5 working days if the item is in stock, you will be contacted if your item is out of stock and is going to take longer than the standard 3-5 working days

Returns

Damaged Goods

On receipt of damaged goods please inform us immediately (all contact details are on the Contact Us page). Once we have received the damaged goods we will send you out a replacement and refund your postage (if you returned the item via the post and included a receipt of postal charges).

Cooling Off Period

By law, customers in the European Union also have the right to withdraw from the purchase of an item within seven working days of the day after the date the item is delivered. This applies to all of our products. We regret that we also cannot accept cancellations of contracts for the purchase of Videos, DVD's or audio once the item has been unsealed. Customers must be aware that delivery for their purchase is non-refundable, and when returning items we recommend you return them either by hand or by method of recorded delivery. Customers are advised that all contracts are

legally binding, once you have changed your mind about an item you must contact us via phone or e-mail, if e-mailing please include all of the information regarding your order.

Incorrect Goods

If you receive an unordered item then please contact us immediately (all contact details are on the Contact Us page), unless you have been informed about the change in your order. Once contacted return the item, we shall replace or refund the item and refund your postage (if you returned the item via the post and included a receipt of postal charges).

Unwanted Goods

A refund will be given for the unwanted item's (not the postage) if the original order invoice or receipt is given and the item is undamaged and less than 16 days old. If the item is over 16 days old then a refund is given at managers discretion or gift vouchers will be issued also at managers discretion.

Other Return

Any item without proof of purchase will be refunded at managers discretion