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## TERMS & CONDITIONS

### A) Ordering

Orders can be placed by e mail, telephone or in writing. A full Invoice will be provided electronically prior to payment unless otherwise agreed. Invoices are not issued where the product(s) ordered is/are out of stock at The Den unless otherwise agreed.

### B) Payment

The following methods are accepted:-

- Electronic transfer (payment details on Invoice).
- PayPal. £2.00 minimum transaction fee applies.
- Personal Cheque made payable to Mr Neil A. Ramsden (goods despatched after Cheque clears).
- Postal Order made payable to Mr Neil A. Ramsden.
- Cash.

All prices and specifications are stated in good faith and are subject to change without notice. All prices include V.A.T. (a sales tax) which is not charged where the customer is outside the United Kingdom. The availability of any item on this site is not guaranteed. Errors and omissions excepted.

## C) Delivery

All deliveries are by Post unless otherwise agreed prior to payment. Delivery within 14 working days of payment confirmation (in stock items only). Longer delivery periods may be experienced if any item ordered is not in stock.

## D) Conditions of sale

Goods remain the property of Mr Neil Andrew Ramsden until full payment is received. The Invoice/Receipt must be kept as proof of purchase/warranty.

## E) Returns policy

### 1) Unwanted goods

After receiving any item, the customer can cancel the contract of sale within 14 calendar days (by e mail, telephone or in writing) and receive a full refund. A refund deduction can be made if the value of the goods has been reduced as a result of the customer handling the goods more than was necessary. The extent to which the customer can handle the goods is the same as it would be if you were assessing it/them in a Shop.

Returns are NOT accepted where the product has been custom manufactured to the precise specification stated by the customer (including cable cut to a specific length ordered by the customer) unless the item is faulty or not to the specification ordered by the customer.

The customer must pay all return postage/shipping costs (including demonstration product).

### 2) Faulty goods

Statutory rights are provided in addition to any warranty issued at the time of purchase. Please report faulty items by e mail, telephone or in writing.

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