

Sourcing4U Online Shop Terms and Conditions (Updated April 2010)

In these terms and conditions:

"**Sourcing4U**" means, Sourcing4U Ltd. and any other connected organisation that supplies the goods ordered by you and any successor to its business;

"**We and Us**" means Sourcing4U Ltd. either alone or together with you, as the context requires;

"**Working day**" means every day of the year except weekends, and English statutory and public holidays;

"**You**" means the person ordering goods subject to these terms and conditions;

Our details:

Sourcing4U LTD
8 Hopper Way
Diss
Norfolk
IP22 4GT

Registered in England under no. 5225723

VAT Registration no. 851 9115 27

To contact us, please call 0871 2770845 ,fax us on 0871 2770846 or email us on shop@Sourcing4U.co.uk

Prices and Payment

The prices for goods displayed for sale on this site will be as displayed at the time of order.

Delivery will be charged in addition at a rate dependant on the size and weight of any order,

VAT is included in all prices shown on the site and a VAT invoice will arrive with your delivery.

Delivery can be arranged to any location worldwide, please call us for non-UK deliveries.

Orders will only be dispatched once we have received cleared payment, we accept most credit and debit cards We accept cheques with goods dispatched once the cheque has cleared, you can also pay by bank transfer, please call 0871 2770845 if you wish to order by cheque or bank transfer

In order to reduce fraud, all orders are subject to various security checks and only accepted at our discretion.

We reserve the right to decline an order if we believe it represents a security risk.

We also reserve the right to ship the goods to the address to which your credit card is registered, although in most cases we will ship to your preferred address.

All products are subject to availability.

General

Except where otherwise expressly stated in these terms and conditions, we regret we cannot accept liability or pay any compensation where the performance or prompt performance of our contractual obligations is prevented or affected by or you otherwise suffer any damage or loss as a result of "force majeure". In these terms and conditions, "force majeure" means any event which we or the supplier of

the service(s) in question could not, even with all due care, foresee or avoid. Such events may include war or threat of war, riot, civil strife, actual or threatened terrorist activity, industrial dispute, natural or nuclear disaster, adverse weather conditions, fire and all similar events outside our control.

If any part of these terms and conditions is found to be unenforceable as a matter of law, all other parts of these terms and conditions shall not be affected and shall remain in force.

All images of product on this website are for guidance only, all sizes quoted are approximate.

These terms and conditions and any contract between us shall be governed by and construed in accordance with English law and the English Courts shall have jurisdiction over any disputes between us. A contract cannot be entered into with a minor.

Complaints

If you have any complaints regarding any part of our service, please email them to **complaints**.

Alternatively you can write to us at the above address. All complaints are treated very seriously, as we want to provide as good a service as possible. On receipt of a complaint a senior company officer will respond within 2 working days, acknowledging receipt of the complaint and giving an indication what we will do to resolve the problem and where possible provide a timescale for this resolution.

Title

Title to any goods supplied to the customer by Sourcing4U shall remain the property of Sourcing4U until paid for in full.

Privacy

Any information collected by us, either through our online forms/emails or over telephone/fax will be used solely for our company records and fulfilling any order placed, we will never pass your details on to 3rd parties and all information is kept securely on our servers.

Credit Card Security

Credit card orders are processed on our 128 bit encrypted secure server, once submitted credit card numbers are split into 2 blocks of 8 numbers, the blocks are then kept completely separately in different locations so there is absolutely no chance of anybody obtaining customer card details from us.

Delivery

Goods will normally be dispatched within 1 working day of order placement, we endeavor to dispatch orders placed before 2pm on the same day (Mon-Fri) once dispatched you will receive an email to confirm, most deliveries will be within 2-3 working days after dispatch although please allow 7 working days before contacting us, please note that we reserve the right to substitute the chosen shipping method to a similar service should the need arise, larger palletised orders may take up to 5 working days and international delivery times will be confirmed at the time of order, please call us on 08706 260 596 for large, heavy or international orders

Northern Ireland and Channel Islands/ IOM orders will NOT be sent on a next day service generally, these although UK are not covered by most couriers so delivery will take longer than mainland UK

You are responsible for checking your order when delivered, if the package is damaged then please do

not sign for it, once delivery is accepted we cannot entertain any claims for damage in transit.

Returns Policy and Procedure for Unused Goods

The Distance Selling Regulations (DSR) gives the consumer the right to a cooling off period of seven (7) working days once they have received goods via mail-order.

The cooling off period is essentially a right to cancel your order for any reason and return them to us without charge.

The DSR does not cover faulty goods - this will be dealt with under our returns procedure below.

If you have received goods and have changed your mind, you may return them to us subject to the following conditions:

1. You must inform us within seven working days in writing (email, fax, letter or in person) that you are rejecting the goods.
2. The item(s) must be in new condition, unopened and without any damage to the exterior packaging.
4. The customer must bear the costs of return postage.

We will refuse any items returned if:

1. The goods have not been returned within 28 days of notification.
2. The product packaging has been opened or seals have been broken.

Goods that are rejected due to the reasons above will be returned to the customer at their expense.

Returns Policy and Procedure for Faulty Goods

A returns number must be obtained before returning faulty goods, you are responsible for return carriage, however if you choose to take replacements for faulty goods the replacements will be delivered free of charge.

Product Use & Safety

By agreeing to these terms and conditions you agree that you will read and abide by any instructions and/or safety warnings included with any product purchased, we cannot be held responsible for the consequences of any failure to read or comply with instructions or warnings.

It is your responsibility to adhere to any local or country specific regulations regarding the purchase and use of any product, if in doubt check any regulations with the relevant authorities before purchase/use.

WEEE Compliance Information

Our WEEE registration number is WEE/DF0482SW and we are a member of the WERCS WEEE producer compliance scheme (www.wercs.org)

The Waste Electrical and Electronic Equipment (WEEE) Directive is now UK law. The legislation aims to make producers pay for the collection, treatment and recovery of waste electrical equipment. The regulations also mean that suppliers of equipment like high street shops and internet retailers must allow consumers to return their waste equipment free of charge.

The amount of WEEE we throw away is increasing by around 5% each year, making it the fastest growing

waste stream in the UK. Recycling reduces the environmental and health risks associated with sending electrical goods to landfill.

Sourcing 4 U Ltd is obliged under these regulations to offer our customers free take-back of their WEEE on a like-for-like basis when they buy a new Electrical or Electronic product from us.

Customers must return their like-for-like WEEE item to us within 28 days of purchasing their new item.

Under the WEEE Regulations, all new electrical goods should now be marked with the crossed-out wheeled bin symbol to show that they were produced after 13th August 2005, and should be disposed of separately from normal household waste so that they can be recycled

For the return of old identical products under Regulation 31 of the WEEE regulations please contact us by email at weee@sourcing4u.co.uk with details of the product requiring disposal and the new product you would like to order or have already ordered through our web site.

For further information on WEEE please visit the environmental agency weee pages here

<http://www.environment-agency.gov.uk/weee>