

# Sourcing4U Online Shop Terms and Conditions (Updated October 2007)

## **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 despatched once we have received cleared payment, we accept most credit and debit

cards We accept cheques with goods despatched 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.

Continued below.....

**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 despatched within 24 hours of order placement, once despatched you will receive an email to confirm, most deliveries will be within 2-3 days after despatch although please allow 7 working days before contacting us, 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 0871 2770846 for large, heavy or international orders

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.