

Didier & Dandelion

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Terms and Conditions of Sale

1. USING OUR WEBSITE

By using our website, you confirm that you accept these terms of use and that you agree to comply with them. If you do not agree to these terms, you may not use our website. We recommend that you print a copy of these terms for future reference.

We amend these terms from time to time. Every time you wish to use our website, please check these terms to ensure you understand the terms that apply at that time.

We do not guarantee that our website, or any content on it, will always be available or be uninterrupted. We may suspend or withdraw or restrict the availability of all or any part of our website for business and operational reasons.

You are also responsible for ensuring that all persons who access our website through your internet connection are aware of these terms of use and other applicable terms and conditions, and that they comply with them.

If you choose, or you are provided with, login details, password or any other piece of information as part of our security procedures, you must treat such information as confidential. You must not disclose it to any third party.

We have the right to disable any login details or password, whether chosen by you or allocated by us, at any time, if in our reasonable opinion you have failed to comply with any of the provisions of these terms of use.

If you know or suspect that anyone other than you know your login details or password, please contact us immediately.

Our website is available for non-commercial and domestic use only. We reserve the right to reject or cancel your order if we believe you are

ordering our products for business or other re-sale purposes. We will also take any action considered appropriate, including removing or suspending an account if we believe you are ordering for business or re-sale purposes.

We do not guarantee that our website will be secure or free from bugs or viruses. You are responsible for configuring your information technology, computer programmes and platform to access our website. You should use your own virus protection software.

You may not misuse our website by knowingly introducing viruses, trojans, worms, logic bombs or other material that is malicious or technologically harmful. You must not attempt to gain unauthorised access to our website, the server on which our website is stored, or any server, computer or database connected to our website. You must not attack our website via a denial-of-service attack or a distributed denial-of service attack. By breaching this provision, you would commit a criminal offence under the Computer Misuse Act 1990. We will report any such breach to the relevant law enforcement authorities, and we will co-operate with those authorities by disclosing your identity to them. In the event of such a breach, your right to use our website will cease immediately.

2. PRIVACY

Our Privacy Policy sets out the terms on which we process any personal data we collect from you, or that you provide to us. By using our website, you consent to such processing and you warrant that all data provided by you is accurate.

3. PRODUCT & SERVICE REPRESENTATION

We have made every effort to reproduce colours on our website as accurately as possible. However, different computers and mobile devices reproduce colours in slightly different ways, and so exact colour matches are not yet possible over the Internet. This means that when you order products from our website, colours may differ from what you see on the screen. If you are not satisfied with the colour of the item you have ordered, we operate a returns policy (see our 'Shop Returns Policy' for more information).

Where our website contains links to other websites and resources provided by third parties, these links are provided for your information only. Such links should not be interpreted as approval by us of those linked websites or information you may obtain from them. We have no control over the contents of those websites or resources.

4. PRICES & PAYMENT

We have taken great care to ensure the prices published on our website are accurate. Prices may change over time, so if you re-order items, prices on your previous order may no longer be valid. However, the correct prices will be applied when you select an item and add to your basket. All prices include VAT where appropriate.

We accept payment by most major credit or debit cards via PayPal. Payment will be debited from your account before the dispatch of your purchase.

All orders are subject to validation checks and authorisation by the card issuer. If the issuer of your payment refuses to authorise payment to us, we will not be liable for any delay or non-delivery.

5. RULES ABOUT LINKING TO OUR WEBSITE

You may link to our home page, provided you do so in a way that is fair and legal and does not damage our reputation or take advantage of it. You must not establish a link in such a way as to suggest any form of association, approval or endorsement on our part where none exists. You must not establish a link to our website in any website that is not owned by you. Our website must not be framed on any other website, nor may you create a link to any part of our website other than the home page. We reserve the right to withdraw linking permission without notice.

6. OUR INTELLECTUAL PROPERTY RIGHTS

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7. COPYRIGHT

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You may print a single copy or otherwise make a single copy of materials published on our website for your own personal non-commercial use, provided that any copy of these materials which you make retains all copyright and other proprietary notices. If you print off, copy or download any part of our site in breach of these terms of use, your right to use our site will cease immediately and you must, at our option, return or destroy any copies of the materials you have made.

9. JURISDICTION

Any contract between us, whether for use of our website or in relation to the purchase of products or services through our website will be governed by the laws of England and Wales and all parties submit to the non-exclusive jurisdiction of the English Courts.

10. WHO WE ARE AND HOW TO CONTACT US

Didier and Dandelion.com is a website operated by Didier and Dandelion Ltd. We are registered in England and Wales under company number 07031437 and our registered office address is: 72 Monnow Street, Monmouth, Monmouthshire, Wales, NP25 3EN

11. STATUTORY RIGHTS

You have the statutory right to cancel your order, but no later than 14 working days after the day after you receive the product. For more information about cancelling an order with Didier and Dandelion please email info@didieranddandelion.com

12. RETURNS POLICY

We hope you love our products as much as we do. If you are not entirely satisfied however, you can return your goods to us for a refund or exchange within 14 days of purchase.

The returned products must in perfect condition and carefully wrapped in the original packaging. All fragile items must be securely wrapped and packaged. Please ensure you that you obtain proof of postage for all goods returned. We take no responsibility for any damage to returned goods or goods that have been lost in transit.

PLEASE RETURN GOODS TO

Didier and Dandelion

C/O Island Steel UK Ltd

Alexandra Docks

NEWPORT

Gwent

NP20 2UW

www.didieranddandelion.