



Nelstar UK Limited Terms & Conditions

The following terms and conditions apply to all transactions on our website. The use of this site indicates your acceptance of these terms and conditions. The placement of an order indicates your acceptance of these terms and conditions. Please read them carefully and print a copy for future reference.

General

These terms and conditions do not affect your statutory rights. To order goods through this website you must be at least 18 years of age and accept delivery within the UK. We will treat each order for goods as an offer by you to purchase the goods subject to these terms and conditions.

Description Of Goods

All images, descriptive matter, specifications and advertising on our site are for the sole purpose of giving an approximate description of the goods. Full detailed specifications are available from us.

Accuracy Of Product Information

All product specifications, images and other information published on our website have been provided by us. Our intention is that all information on the website should be as accurate and up to date as possible. However, we cannot guarantee the reliability or the accuracy of the information contained within its pages. All the actions taken by the user of the website are the responsibility of the individual.

Payment & Price

The total price payable for the goods will be stipulated at the time when you place your order whether or not the order has been confirmed. We are entitled to make adjustments to the price to take account of any increase in our supplier's prices, or the imposition of any taxes or duties, or if due to an error or omission the price published for the goods is wrong whether or not the order has been confirmed. We will inform you of the correct price and give you the opportunity to cancel the order. All prices on our website are exclusive of VAT and delivery charges, both of which will be displayed and payable as indicated at the time of placing your order.

Typographical Errors

In the event a product is listed at an incorrect price due to typographical error or error in pricing information from our suppliers, taxes or duty changes, we shall have the right to refuse or cancel any orders listed at the incorrect price whether or not the order has been confirmed. If your credit card has already been charged and we subsequently cancel your order, we will immediately issue a credit to your credit card account in the value of the incorrect price (including delivery charges).

Payment Methods

We accept all major credit and debit cards including Visa, Mastercard and Switch. On the order you must provide us with your exact billing address and telephone number - the address and phone number your credit card bank has on file for you. Incorrect information will cause a delay in processing your order. Your order will only be processed once authorisation of your card has been properly received.

Availability Of Goods

All products and services are subject to availability and may be withdrawn at any time. If we do not supply the goods for any reason we will not charge you for these and we will refund any money already paid for them. However, we will not be responsible for compensating you for any other losses you may suffer if we do not supply the goods.

Delivery Charges

All prices on our website are exclusive of delivery charges which will be added to the price of the products at our checkout.

Northern Ireland(BT), Isle of Man(IM), Scottish Highlands and Orkney Isles(PA, ML, EH, KA, G, KY, PH, DD, AB, IV, KW), Outer Hebrides and the Shetland Isles(HS, ZE) will incur additional charges and may also experience delivery delays.

Delivery Times

If ordered before 1pm Monday to Friday, UK mainland delivery of stock items will normally be made on the next working day from clearance of payment (with the exception of QPA signs). If we are temporarily out of stock, we will notify you of this position and you should allow up to 14 days for dispatch of the goods. For delays of more than 14 days, you will have the right to cancel the order and we will refund any money paid by you for the goods.

Risk

From the time of dispatch of the goods, any loss or damage to the goods shall be at your own risk.

Time Limitation For Notification On Claims

Shortages: It is your responsibility to sign for the correct number of packages as shown on the carrier's delivery consignment note. Any shortages must be notified to us within 10 days from delivery.

Incorrect goods: It is your responsibility to notify us of any incorrect goods supplied within 7 days from delivery.

Non-Deliveries: We will not accept liability for goods lost in transit unless we are notified within 10 days from the expected delivery date.

Lowest Price Guarantee

- The Price Promise applies for up to 7 days after you make your purchase
- We reserve the right to remove the price promise at any time.
- Price Promise excludes posters, mirrors and tapes.
- The competitions products must be new and identical in design and specification to our product range.
- Auctions sites are excluded from the price promise.
- We must be able to verify the competitions prices before agreeing the discount.

Cancellation Of Orders

RETURNED GOODS

If you are not totally satisfied with your purchase for any reason, you have the right to cancel your order within 7 working days from date of delivery for credit or refund. It is your responsibility to return purchases in pristine condition in its unopened original box and packaging. For full details of how to return please contact us. You will be wholly responsible for the cost of return delivery and safe return of the goods.

Subject to claim validly and correctly notified in accordance with the Time Limitation for Notification of Claim paragraph of these terms, goods received back incomplete or in a damaged or used condition will either be

returned to you and the cost of delivery charged to your account or we reserve the right to levy a surcharge on such returned goods at a minimum 15% of the invoice price.

If you do not return goods within 7 days after you have informed us that you wish to cancel your order, we reserve the right to arrange collection of the item from you and to charge you for such collection.

OTHER

You will own the goods once we have received your payment in full. We do not offer any credit facilities. We will issue you with an invoice once we have dispatched the goods to you. Failure by us to enforce any of these terms and conditions will not affect our right to enforce the rest of these terms and conditions. These terms and conditions are subject to change at any time without prior notice to you.