

## **APRIL LODGE GUINEA PIG RESCUE**

### **TERMS AND CONDITIONS**

This Information Section is split into the three parts listed below. In total they represent our 'Terms and Conditions'. In purchasing from us you agree to abide by those terms and conditions. You will be required to signify your acceptance of these terms and conditions on the Checkout pages.

A contract of sale will be deemed to exist between April Lodge Guinea Pig Rescue and you (the customer) from the time that goods you order are paid for and then ready for collection from our shop. You should therefore be sure that you read and understand all of the information contained within these Sections.

These terms and conditions are governed by the laws of England. All disputes arising out of your access to our website are subject to the exclusive jurisdiction of the English courts. If any of these terms or conditions is deemed invalid or unenforceable for any reason (including, but not limited to the exclusions and limitations set out herein) then the invalid or unenforceable provision will be severed from these terms and conditions and the remaining provisions will continue to apply.

### **YOUR PRIVACY**

At April Lodge Guinea Pig Rescue we treat very seriously the subject of customer privacy.

All information gathered on our web site is strictly for our accounting use and is not shared with any other entity, public or private, for any reason (except, of course, where we are required by law to divulge information). We will not sell or give away any lists or other data that we may retain and we do not purchase such information from other sources. Personal Information collected on order forms, with the exception of credit/debit card details, is not stored except to allow us to track consulting issues.

#### **To process your order, we need to know your:**

Name

E-mail address

Telephone number (if ordering by e-mail)

#### **Information Correction or Removal**

If you wish to correct, update or remove any information about you that may be in our records please email us with the details of your request. If you wish to contact us further, you will find complete contact information on our contact page.

### **RETURNS, CANCELLATIONS AND REFUNDS**

We want you to be 100% satisfied with your experience at April Lodge Guinea Pig Rescue. If you aren't happy with something you purchased, please return it. A contract of sale will be deemed to exist between April Lodge Guinea Pig Rescue and you (the customer) from the time that the goods are prepared for collection from our shop. You should therefore be sure that you read and understand the following:-

You have the right to cancel your order up to seven days after receipt of the goods. However, you are responsible for the safekeeping of goods whilst they are in your possession and they must be returned in original condition and in the original manufacturers packaging.

If you are returning goods because they are faulty or because of an error on our part we will gladly give you a 100% refund.

However, if the goods have had to be especially ordered or adapted by us then we reserve the right to charge a 25% restocking fee.

You may cancel your order by telephone within 24 hours; unless the goods have been made or altered to your specifications you will not incur any charge.

When returning an item, please contact us in advance to notify us of the return and let us know the reason for the return.

**Further information:**

The Office of Fair Trading in the UK provides advice and information concerning your rights when shopping from home and on line shopping which you can read on their consumer website at [www.consumerdirect.gov.uk](http://www.consumerdirect.gov.uk).

**OFFLINE PAYMENTS**

**We accept offline payment by:**

Visa  
MasterCard  
JCB  
Solo  
Visa Electron  
Visa Delta  
Maestro (UK cards only)  
UK Cheque

**Payment by UK Cheque**

You may also pay by UK Cheque. We will acknowledge the order by email or phone and provide you with an order number. You will need to post your cheque to us at:

April Lodge Guinea Pig Rescue  
6 Johns Green  
Sandwich  
Kent  
CT13 0DE

Please write your name and address and order number on the back of the cheque.