

SURREY GUILD OF CRAFTSMEN online shop terms and conditions of sale:

Please read the following important terms and conditions before you buy anything on our website and check that they contain everything which you want and nothing that you are not willing to agree to.

Summary of some of your key rights:

By law, the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, SI 2013/3134 say that we must give you certain key information before a legally binding contract between you and us is made (see below). We will give you this information in a clear and understandable way. Some of this information is likely to be obvious from the context. Some of this information is also set out in this contract, such as information on our complaint handling policy.

Right to cancel - goods

The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 say that up to 14 days after receiving your goods, in most cases, you can change your mind and get a full refund.

Your Consumer Rights - goods

The Consumer Rights Act 2015 says goods must be as described, fit for purpose and of satisfactory quality. During the expected lifespan of your product you're entitled to the following:

- up to 30 days: if your goods are faulty, then you can get a refund;
- up to six months: if they can't be repaired or replaced, then you're entitled to a full refund, in most cases;
- up to six years: if the goods do not last a reasonable length of time, you may be entitled to some money back.

This is a summary of some of your key rights. For detailed information from Citizens Advice please visit www.citizensadvice.org.uk.

The information in this summary box summarises some of your key rights. It is not intended to replace the contract below which you should read carefully.

This contract sets out your legal rights and responsibilities; our legal rights and responsibilities; and certain key information required by law.

In this contract *We, us, or our* means Surrey Guild of Craftsmen members whose products have been bought through this website.

Our site or our website refers to the site on which these terms and conditions are displayed, including, but not limited to the following websites:
surreyguildofcraftsmen.co.uk

- *You or your* means the person accessing or using our site to make purchases from us.

If you don't understand any of this contract and want to talk to us about it, please contact us by e-mail: surreyguildonline@mail.com

Or telephone: 01483-424769. Please note, calls will be answered at the following times: Tues-Sat 11am to 4 pm. We may record calls for quality and training purposes.

Who we are

Our postal address is: 1 Moushill Lane, Milford, Godalming, Surrey GU8 5BH. Members work from home studios, and calls may be referred to email addresses or phone contact numbers.

The details of this contract will not be filed with any relevant authority by us.

Terms and Conditions of Sale

A. Introduction

1. These terms and conditions apply to any sale of goods on our site. If you buy goods on our site you agree to be legally bound by this contract and the terms and conditions contained herein.
2. This contract is only available in English. No other languages are available for this contract.
3. When buying any goods on our site you also agree to be bound by:

(a) our terms and conditions of use and any documents referred to therein

(b) extra terms which may add to, or replace some of, this contract. This may happen for the following reason: legal changes

We will contact you to let you know if we intend to do this by giving you one month's notice. You can end this contract at any time by giving one month's notice if we tell you extra terms apply

(c) specific terms which apply to certain goods. If you want to see these specific terms, please visit the relevant webpage for the goods

All these documents form part of this contract as though set out in full here.

B. Information we give you.

1. By law, the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 say that we must give you certain key information before a legally binding contract between you and us is made. If you want to see this key information, please:

(a) navigate to the following page:

<https://www.legislation.gov.uk/ukxi/2013/3134/contents/made>

(b) read the Confirmation email that will be sent to you when you have ordered goods (see clause below)

(c) contact us using the contact details at the top of this page.

2. The key information we give you by law forms part of this contract (as though it is set out in full here).

3. If we have to change any key information once a legally binding contract between you and us is made, we can only do this if you agree to it.

C. Ordering from us

Here we set out how a legally binding contract between you and us is made.

a) You place an order on our site by adding products to a basket, editing the basket and paying the total amount stated.

b) Please read and check your order carefully before submitting it. However, if you need to correct any errors you can do so before submitting it to us.

c) When you place your order at the end of the online checkout process (e.g. when you confirm payment), we will acknowledge it by email. This acknowledgement does not, however, mean that your order has been accepted.

d) We may contact you to say that we do not accept your order. This is typically for one or more of the following reasons:

(i) the goods are unavailable

(ii) we cannot authorise your payment

(iii) you are not allowed to buy the goods from us

(iv) we are not allowed to sell the goods to you

(v) the number of goods you have ordered is too large

(vi) there has been a mistake on the pricing or description of the goods.

e) We will only accept your order when we send you an email to confirm this (Confirmation Email). At this point:

(a) a legally binding contract will be in place between you and us

(b) your order will be fulfilled.

e) If you are under the age of 18 you may not buy any goods from our site.

D Right to cancel this contract.

1. If you are buying goods from our site for non-business purposes, you have the right to cancel this contract within 14 days without giving any reason.

2. However, this right to cancel will not apply to any of the following products:

products made to a customer's specific requirements.

3. The cancellation period will expire after 14 days from the day:

(a) on which you acquire, or a third party other than the carrier and indicated by you acquires, physical possession of any goods, in the case of a sales contract;

(b) on which you acquire, or a third party other than the carrier and indicated by you acquires, physical possession of the last good purchased, in the case of a contract relating to multiple goods ordered by the consumer in one order and delivered separately;

(c) on which you acquire, or a third party other than the carrier and indicated by you acquires, physical possession of the last lot or piece of any purchased goods, in the case of a contract relating to delivery of a good consisting of multiple lots or pieces;

(d) on which you acquire, or a third party other than the carrier and indicated by you acquires, physical possession of the first good purchased, in the case of a contract for regular delivery of goods during a defined period of time.

5. To exercise the right to cancel, you must inform us of your decision to cancel this contract by a clear statement (e.g. a letter sent by post or email) on or before the 14-day period detailed above.

F. Effects of cancellation

1. If you cancel this contract in accordance with the above clause, we will reimburse to you all payments received from you, including the costs of delivery (except for the

supplementary costs arising if you chose a type of delivery other than the least expensive type of standard delivery offered by us).

2. We may make a deduction from the reimbursement for loss in value of any goods supplied, if the loss is the result of unnecessary handling by you.

3. We will make the reimbursement without undue delay after the day we receive back from you any goods supplied.

4. We will make the reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of the reimbursement.

5. If you have received goods:

(a). you will, without undue delay and in any event not later than 14 days from the day on which you communicate your cancellation of this contract to us, send back the goods to THE MAKER OF THE ITEM at the maker's postal address, or other address as advised;

(b) the deadline will be met if you send back the goods before the period of 14 days has expired;

(c) you will have to bear the direct cost of returning the goods;

(d) you are liable for any diminished value of the goods resulting from the handling other than what is necessary to establish the nature, characteristics and functioning of the goods.

G. Delivery of goods.

1. The estimated date and time window for delivery of the goods is set out in the Confirmation Email.

2. If something happens which is outside our control and affects the estimated date of delivery we will let you have a revised estimated date for delivery of the goods.

3. Delivery of the goods will be deemed to have taken place when we deliver them to the address that you gave to us.

4. We may be unable to deliver the goods if we are unable to properly identify you. Please be prepared to provide a form of ID (passport or photocard driving licence) on delivery of goods.

5. Unless you and we agree otherwise, if we cannot deliver your goods within 30 days, we will:

(a) let you know (b) cancel your order and (c) give you a refund.

6. If nobody is available to take delivery, please contact us using the contact details at the top of this page.

7. You are responsible for the goods when delivery has taken place. In other words, the risk in the goods passes to you when you take possession of the goods.

8. We do not make deliveries to any addresses outside of the UK.

H. Payment.

1. We accept the following means of payment:

 Visa, Mastercard, and other means as determined.

2. We will do all that we reasonably can to ensure that all of the information you give us when paying for goods is secure by using an encrypted and secure payment mechanism. However, in the absence of negligence on our part we will not be legally responsible to you for any loss that you may suffer if a third party gains unauthorised access to any information that you give us.

3. Your credit card or debit card will only be charged when you confirm your order.

4. All payments by credit card or debit card need to be authorised by the relevant card issuer. From time to time we may also use extra security steps via Verified by Visa, Mastercard@SecureCodeTM or equivalent services.

5. If your payment is not received by us and you have already received any goods, you:

 (a) must pay for such goods within 30 days

 (b) must return them to us as soon as possible. If so, you must keep the goods in your possession, take reasonable care of them and not use them before you return them to the maker.

6. If you do not return any goods (such as where you have not paid for them) we may collect the goods from you at your expense. We will try to contact you to let you know if we intend to do this.

7. Nothing in this clause affects your legal rights to cancel the contract during any applicable 'cooling off' period detailed under the Clauses entitled 'Right to Cancel this Contract' and 'Effects of Cancellation' above.

8. The price of the goods:

 (a) is in pounds sterling (£GBP)

 (b) includes VAT at the applicable rate

(c) includes the cost of delivering the goods to a UK postal address.

9. Requests for delivery to International destinations must be negotiated directly with the maker.

I. Nature of goods

1. The Consumer Rights Act 2015 gives you certain legal rights (also known as 'statutory rights'), for example, the goods:

(a) must be of satisfactory quality

(b) must be fit for purpose

(c) match the description, sample, or model.

2. We must provide you with goods that comply with your legal rights.

3. While we try to make sure that:

(a) all weights, sizes and measurements set out on our site are as accurate as possible, there may be a small tolerance of up to 1% in such weights, sizes and measurements

(b) the colours of our goods are displayed accurately on our site, the actual colours that you see on your computer may vary depending on the monitor that you use.

4. Any goods sold at discount prices, or as substandard will be identified and sold as such. Please check that they are of a satisfactory quality for their intended use.

5. If we can't supply certain goods we may need to substitute them with alternative goods of equal or better standard and value. In this case:

(a) we will let you know if we intend to do this but it may not always be possible

(b) you can refuse to accept such substitutes; in which case we will offer you a refund or a replacement and let you know how long such an offer remains open.

J. Faulty goods

1. Your legal rights under the Consumer Rights Act 2015 (also known as 'statutory rights'), are set out on this webpage:

<https://www.legislation.gov.uk/ukpga/2015/15/contents/enacted>

2. If you find the goods you have purchased to be faulty contact us using the contact details at the top of this page;

2. Nothing in this contract affects your legal rights under the Consumer Rights Act 2015 (also known as 'statutory rights'). You may also have other rights in law.

3. Please contact us using the contact details at the top of this page, if you want the maker to repair the goods, replace the goods, make a price reduction, or if you wish to reject the goods and obtain a refund.

K. End of the contract

If this contract is ended it will not affect our right to receive any money which you owe to us under this contract.

L. Limit on our responsibility to non-business customers

1. The provisions of this section will apply to purchases made for non-business purposes only.

2. Except for any legal responsibility that we cannot exclude in law (such as for death or personal injury), in the case of purchases made for non-business purposes, we are not legally responsible for:

(a). losses that:

(I) were not foreseeable to you and us when the contract was formed

(II) that were not caused by any breach on our part

(b) business losses

(c) losses to non-consumers

M. Indemnity and insurance

1. You will indemnify us, and keep us indemnified, from and against any losses, damages, liability, costs (including legal fees) and expenses incurred by us as a result of or in connection with your breach of any of your obligations under this contract.

2. You will have in place contracts of insurance with reputable insurers incorporated in the United Kingdom to cover your obligations under this contract. On request, you will supply so far as is reasonable evidence of the maintenance of the insurance and all of its terms from time to time applicable.

N. Limitation of liability

1. The extent of the parties' liability under or in connection with this Contract (regardless of whether such liability arises in tort, contract or in any other way and whether or not caused by negligence or misrepresentation) will be as set out in this clause.

2. Subject to the sub-clauses below (entitled 'Exceptions'), our total liability will not exceed the sum of £0.

3. Subject to sub-clauses below (entitled 'Exceptions'), we will not be liable for consequential, indirect, or special losses.

4. Subject to sub-clauses below (entitled 'Exceptions'), we will not be liable for any of the following (whether direct or indirect):

- (a) loss of profit
- (b) loss or corruption of data
- (c) loss of use
- (d) loss of production
- (e) loss of contract
- (f) loss of opportunity
- (g) loss of savings, discount, or rebate (whether actual or anticipated)
- (h) harm to reputation or loss of goodwill.

Exceptions

5. The limitations of liability set out above will not apply in respect of any indemnities given by either party under this Contract.

6. Notwithstanding any other provision of this Contract, the liability of the parties will not be limited in any way in respect of the following:

- (a) death or personal injury caused by negligence
- (b) fraud or fraudulent misrepresentation
- (c) any other losses which cannot be excluded or limited by applicable law
- (d) any losses caused by wilful misconduct.

O. Rights of third parties

No one other than a party to these Terms has any right to enforce any of these Terms.

P. Disputes

1. We will try to resolve any disputes with you quickly and efficiently.

2. If you are unhappy with the goods, our service to you, or any other matter, contact us as soon as possible.
3. If you and we cannot resolve a dispute using our complaint handling procedure, we will:
 - (a) let you know that we cannot settle the dispute with you
 - (b) consider the need for Alternative Dispute Resolution and, if considered necessary, provide you with information about any alternative dispute resolution provider we deem appropriate to deal with your complaint.
4. If you want to take court proceedings, the relevant courts of the United Kingdom will have exclusive jurisdiction in relation to these Terms.
5. The laws of England and Wales will apply to these Terms.