

# Rennie Grove online shop

## Terms and Conditions

### General Conditions

The following terms and conditions apply to all orders for the purchase of new goods from the Rennie Grove Online shop

We may amend these at any time and the changes will take effect from the time we publish the revised terms. The amended terms will not apply to any orders that we have already accepted before this date.

Please read all these terms carefully before placing an order through our online shop. If you have any questions about these terms or wish to make a complaint, please contact us either:

by email [online@renniegrove.org](mailto:online@renniegrove.org)

*or*

by telephone 01442 871627

We reserve the right, in our sole discretion, to refuse or accept any order for products received through the online shop.

To order items from this website, you must be at least 18 years old or under the supervision of a parent or legal guardian.

### Delivery

There is a standard UK delivery charge of £4.75 on all orders under £40 which will be sent by Royal Mail except for bulky or heavy orders which will be sent by courier and incur an additional charge. Delivery will be made to the address specified on the order. Orders over £40 will be delivered free of charge.

We aim to dispatch all items as quickly as possible and within five working days of your order being received.

For international delivery please email [online@renniegrove.org](mailto:online@renniegrove.org) for a quote.

### Returns

Returns are accepted on items within 14 days of receipt of the item. If the item is faulty or damaged please contact us [online@renniegrove.org](mailto:online@renniegrove.org) and advise whether you would like a replacement or a refund. We will replace the item free of charge including delivery or refund the full purchase price of the faulty item including postage if all items in the order are returned to us.

You will receive notification via e-mail of your refund. You can expect a refund in the same form of payment originally used for your purchase.

### **Product Availability**

We try to ensure that all items for sale on our website are described accurately and are in stock. However, where items are unavailable for any reason, we will aim to indicate this on the website. Descriptions of products or product pricing are subject to change at any time without notice, at our sole discretion.. All prices are shown in pounds sterling and inclusive of VAT at the prevailing rate. We reserve the right to discontinue any product at any time.

### **Personal data**

We take data protection very seriously and will only use the contact details provided when placing an order through our online shop to allow us to post your goods to you and contact you in the event of any problems with your order. All personal details on your order will be removed no longer than 3 months after your purchase has been processed. For further details please go to [www.renniegrove.org/privacy](http://www.renniegrove.org/privacy). We promise to protect your privacy and manage all information you give us in accordance with the all current legislation relating to data protection and GDPR. We accept no responsibility or liability for any material supplied by or contained on any third party website which is linked from or to our online shop, or any use of personal data by such third party.