

## **SHIPPING**

All domestic orders are dispatched using a trusted tracked service. Delivery within mainland UK is either with Royal Mail/Parcelforce or Hermes depending on package size/weight.

Most orders will be shipped within 1-3 working days. You will receive an email confirmation once your order has been dispatched with tracking information. Please note the prices shown at check out are for UK mainland shipping only.

Worldwide Delivery:

Please contact us for overseas prices and note that you are responsible for any specific local country import duties or taxes.

The method we used to send your item(s) varies depending on your location. We use a wide range of trusted couriers and always use tracking to ensure that your item(s) can be tracked after dispatch.

When your order is dispatched you will receive an email enabling you to track the status of your consignment online.

Please, note we use a number of different couriers to get the most economical rates for you. Please, note we do not ship to PO box and BFPO addresses. We will send a separate invoice to cover and specific country special requirements.

## **PRIVACY POLICY**

This privacy policy sets out how BATretainer uses and protects any information that you to BATretainer when you use our website. BATretainer is committed to ensuring that your privacy is protected.

Should we ask to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement. What we collect the following information:

- Name
- Contact information including email address
- Demographic information such as postcode, preference and interests
- Other information relevant to customer surveys and offers

## **RETURNS & EXCHANGES POLICY**

Returns: It's ok to change your mind not everything is perfect, so if you're not completely happy with your purchase, you have 14 working days from the date of receiving you're your order, to return it back to us for exchange or refund.

Returns accepted for the BATretainer and BAT.

Additional return policy details: Warranty for BATretainer

The guarantee of the BATretainer is for 12 Month's FROM DATE OF PURCHASE (Return to Branch Warranty) your invoice is PROOF of PURCHASE and WARRANTY.

All BATretainers are tested to fit a NEW Wheel Head of their size, before leaving the manufacturer. The Warranty is in the fair usage of the BATretainer and in the purpose of its design and manufacture.

### **REFUND**

A refund will only be paid after an inspection by the manufacturers of the BATretainer, it must be returned to the sender, in its transparent PACKAGING UN-OPENED, if in the unlikely event of a failure of material or a fault in manufacture has occurred you will be ENTITLED to a replacement, or a full refund, NOT including P&P.

This does not affect your statutory rights.

We kindly ask that you make sure all products are returned in their original condition, with their originally packaging and labels.

Returns that are damaged may not be accepted and may be sent back to the customer.

Complete the returns form included with your order and send it back to us. All refunds are returned to the original payment method within 30 days. The BATretainer is not responsible for return costs.

Exchanges: If you wish to make an exchange than simply contact us before you return your parcel, just to ensure we have the item you require in stock. Contact us via email: [info@BATretainer.co.uk](mailto:info@BATretainer.co.uk)

With your name and order number and item you wish to exchange for (this enables us to put the item on hold and confirm that we have in stock). You will receive a confirmation email of the new item has been sent.

### **FAULTY ITEMS POLICY**

On the rare occasion there is a problem with item, please, do not worry, we are here to help. Items are classified as faulty if they are received damaged, are where manufacturing fault occurs within 6 months of purchase.

Please, note that items that are damaged as a result of wear and tear are not considered to be faulty.

### **PAYMENT PROCESSING**

We take online payments for our products using PayPal as our external payment provider in addition to the information outlined above, we require the billing address of the credit card you use so that we can pass this to PayPal who check the address against the card holder's details for security purposes.

We don't store the credit card details on our server but we do store the billing details and unique reference to your card details on PayPal server so that we can process refunds. BATretainer complies with UK DATA Protection ACT 1998.

## **TERMS AND CONDITIONS**

These terms and conditions govern your use of our website. Please read these terms in full before you use this website. If you do not accept these terms and conditions, please do not use this website. Your continued use of this website confirms your acceptance of these terms.

### **Website access**

1.1 It is not necessary to register with us in order to use all parts of this website, however, you may wish to send us questions about the product via the online form. We do use PayPal as the financial transaction merchant. PayPal is recognised as the biggest online payment processor.

### **Use of website**

1.2 This website may be used for your own private purposes and in accordance with these terms and conditions.

1.3 You may print and download material from this website provided that you do not modify or reproduce any content without our prior written consent.

### **Website uptime**

1.4 All reasonable measures are taken by us to ensure that this website is operational all day, every day. However, occasionally technical issues may result in some downtime and accordingly we will not be liable if this website is unavailable at any time.

1.5 Where possible we always try to give advance warning of maintenance issues that may result in website down time but we shall not be obliged to provide such notice.

### **Visitor provided material**

1.6 Any material that a visitor to this website sends or posts to this website shall be considered non-proprietary and non-confidential. We shall be entitled to copy, disclose, distribute or use for such other purpose as we deem appropriate all material provided to us, with the exception of personal information, the use of which is covered under our Privacy Policy.

1.7 When using this website you shall not post or send to or from this website any material:

(a) for which you have not obtained all necessary consents;

(b) that is discriminatory, obscene, pornographic, defamatory, liable to incite racial hatred, in breach of confidentiality or privacy, which may cause annoyance or inconvenience to others, which encourages or constitutes conduct that would be deemed a criminal offence, give rise to a civil liability, or otherwise is contrary to the law in the United Kingdom;

(c) which is harmful in nature including, and without limitation, computer viruses, Trojan horses, corrupted data, or other potentially harmful software or data.

1.8 We will fully co-operate with any law enforcement authorities or court order requiring us to disclose the identity or other details of any person posting material to this website in breach of Paragraph 1.7.

#### **Links to and from other websites**

1.9 Throughout this website you may find links to third party websites. The provision of a link to such a website does not mean that we endorse that website. If you visit any website via a link on this website you do so at your own risk.

1.10 Any party wishing to link to this website is entitled to do so provided that the conditions below are observed:

(a) you do not seek to imply that we are endorsing the services or products of another party unless this has been agreed with us in writing;

(b) you do not misrepresent your relationship with this website; and

(c) the website from which you link to this website does not contain offensive or otherwise controversial content or, content that infringes any intellectual property rights or other rights of a third party.

1.11 By linking to this website in breach of clause 1.10 you shall compensate us for any loss or damage suffered to this website as a result of such linking.

#### **Disclaimer**

1.12 Whilst we do take all reasonable steps to make sure that the information on this website is up to date and accurate at all times we do not guarantee that all material is accurate and, or up to date.

1.13 All material contained on this website is provided without any or warranty of any kind. You use the material on this website at your own discretion.

#### **Exclusion of liability**

1.14 We do not accept liability for any loss or damage that you suffer as a result of using this website.

1.15 Nothing in these terms and conditions shall exclude or limit liability for death or personal injury caused by negligence which cannot be excluded or under the law of the United Kingdom.

#### **SHIPPING**

1.16 Your order will be processed and delivered without undue delay, no later than 30 days after your order has been placed. Bespoke orders may take time to manufacture and you will be informed about this duration by email.

1.17 Please allow for up to 7 working days for delivery following the dispatch of your order.

## **CANCELLATIONS RETURNS AND REFUNDS**

1.18 All customers have the right to cancel their order under the Consumer Contracts (Information, Cancellation & Additional Charges) Regulations.

1.19 Your right to cancel an order for goods starts the moment you place your order and ends 14 days from the day you receive your goods.

1.20 To meet the cancellation deadline, please notify us via email or phone about cancelling the order before the cancellation period has expired.

1.21 If you are in possession of the goods you are under the duty to retain them and take reasonable care of them. You must send the goods back to us to our contact address at your own cost (unless we delivered the item to you in error or the item is damaged or defective) as soon as possible once you have cancelled the order.

1.22 We reserve the right to make a charge not exceeding our direct costs of recovering the goods if you do not return the goods or return them at our expense.

1.23 Once you have notified us that you wish to cancel the order, any sum debited to us will be refunded to you as soon as possible and in any event within 14 days of your cancellation.

1.24 In addition you will lose your right to cancel if you:

(a) unseal goods that are not suitable for return if they are unsealed, due to health protection or hygiene reasons.

(b) combine goods with other goods after delivery so that they become inseparable.

## **LAW AND JURISDICTION**

These terms and conditions are governed by English law. Any dispute arising in connection with these terms and conditions shall be subject to the exclusive jurisdiction of the Courts of England and Wales.