

## **Terms And Conditions**

### **1. Definitions**

**1.1** SatinsandSilks.co.uk, 4 Glendale Gardens, Low Fell, Gateshead, NE9 5SA.

**1.2** "The Client or Customer" is any person, firm or company who visits and uses information from The Website.

**1.3** "The Web site" is the Internet page or Internet pages published by SatinsandSilks.co.uk or any other party on its behalf in the course of its business practices.

### **Copyright**

**2.1** Unless otherwise stated, all contents of The Website are copyright SatinsandSilks.co.uk.

**2.2** Any use or reproduction of any contents of The Website and logos, trademarks, slogans, screenshots, images, copyrighted designs or other brand features must be expressly permitted by SatinsandSilks.co.uk, in writing.

**2.3** You may use information for your own use but may not copy, reproduce, or sell the information without the expressed written permission of SatinsandSilks.co.uk.

## **2. Changes To The Terms And Conditions Of The Website**

**3.1** SatinsandSilks.co.uk or their agent may at times revise these Terms and Conditions by updating this document on The Website. Be advised that you are bound by any such updates and should therefore periodically visit our Terms and Conditions to review any updates by which you are bound.

### **Privacy Policy**

At SatinsandSilks.co.uk we are committed to maintaining your privacy. We operate a policy devoted to strict customer confidentiality at all times. Our Privacy Policy statement is given below. If we make any changes to this policy, we will immediately notify you by updating this statement on our websites.

### **Information Collected**

Any information collected by SatinsandSilks.co.uk is collected and processed in accordance with the UK's current Data Protection Acts.

SatinsandSilks.co.uk collects information via an online feedback form, through e-mail, fax and post. We may ask for your name, address, telephone number, fax number and e-mail address and/or any additional information sent voluntarily.

### **How Do We Use The Information We Have?**

SatinsandSilks.co.uk collects information for the purposes of :-

- Supplying information about its products or services when requested.
- Answering any questions or queries raised.
- Fulfilling any orders requested.
- Providing all customers with a first class, confidential and effective service.

We may also use the information to keep you informed by post, e-mail or other available channels of services, products, promotions, special offers or general

information with regards SatinsandSilks.co.uk.

We may sometimes use the information we collect to let you know about important functionality changes to our web site.

If you prefer us not to provide you with any of this information at any future date, please contact us and advise us that you no longer wish to receive this information.

### **Disclosing The Information We Have**

Customer information is always treated as strictly confidential and is never passed or disclosed to any third party without the expressed permission of the customer except as required by law.

### **Security Of Information We Hold**

We aim to comply with the standards, procedures and requirements laid down in the UK Data Protections Acts 1984 and 1998 to ensure that the personal information you give us is kept secure and processed fairly and lawfully. We take all reasonable precautions to protect all personal data users may input via our websites, however, we cannot be responsible for and therefore exclude for loss or misuse of personal data which is intercepted or otherwise accessed by unauthorised persons.

### **Removing Your Details**

You may at any time have your details removed from our database. Simply email us and advise us that you want your details removing. We will then ensure that your details are removed as soon as possible.

### **Customer Information**

By registering via our website, you consent to the information you give us being processed for any of the purposes we have explained above except where we have received your email message through the Contact Us form.

### **Cookies**

Temporary cookies from the website may be created whilst a customer is using the site to save you repeatedly entering duplicate data such as address information. These temporary cookies are not used for any other reason and are deleted once you leave our site.

### **Feedback**

If you have any comments, queries or complaints relating to our privacy policy or Terms and Conditions, please email us.

## **Terms Of Use**

### **1. Definitions**

**1.1** "The Client or Customer" is any person, firm or company whom visits and uses information from The Web site.

**1.2** "The Web site" is the Internet page or Internet pages published by SatinsandSilks.co.uk or any other party on its behalf in the course of its business practices.

### **2. Information And Access To The Website**

3. **2.1** SatinsandSilks.co.uk makes every reasonable effort to ensure that the information The Web site contains is as accurate and as up to date as possible. SatinsandSilks.co.uk accepts no responsibility for any loss or inconvenience occasioned to any person acting or refraining from acting as a result of information given or for any errors or omissions contained within The Web site.

**2.2** No warranty is given that the information is suitable for any purpose whatsoever.

**2.3** SatinsandSilks.co.uk nor its agent nor any other party involved in the construction or publishing or delivery of The Web site is liable for any direct, incidental, indirect, or punitive damages arising out of access to or use of The Web site.

#### **4. Links From The Website**

**3.1** SatinsandSilks.co.uk makes every effort to ensure that any links from The Web site contains material and information that is suitable for Internet use. SatinsandSilks.co.uk is not responsible for any unlawful material contained upon any web site with a link to and/or from The Web site. SatinsandSilks.co.uk accept no responsibility for any loss or inconvenience occasioned to any person acting or refraining from acting as a result of information given or for any errors or omissions contained within web sites linked directly to the Web site.

#### **4. Computer Viruses**

**4.1** Computer viruses can be transmitted by accessing web sites and while SatinsandSilks.co.uk make every effort to ensure The Web site is virus-free it does not accept any liability whatsoever for any damage caused to computer equipment or other property by any virus transmitted by The Web site.

#### **5. Web Site Content**

**5.1** All parts of SatinsandSilks.co.uk logo and the images contained within The Web site may not be downloaded, copied or forwarded in whole or in part without the express written permission of SatinsandSilks.co.uk. In the event of any unauthorised downloading, copying or forwarding, you will be required to indemnify SatinsandSilks.co.uk against any claim for loss or damages caused by any viruses or otherwise.

## **6. Changes To The Terms Of Use Of The Web Site**

**6.1** SatinsandSilks.co.uk or its agent may at times revise these Terms and Conditions by updating this document on The Web site. Be advised that you are bound by any such updates and should therefore periodically visit our Terms and Conditions to review any updates by which you are bound.

## **7. Buying online**

**7.1** All Products are sold subject to the Terms and Conditions set out below. Certain words and phrases have special meanings when used in these Terms and Conditions - these words and phrases are defined in the section towards the end of these Terms and Conditions.

**7.2 Basis of Sale** - When you click on "Check Out" on the "Shopping Cart Page", you offer to buy the Goods at the prices indicated including any delivery charges that apply to your purchase. All orders will be subject to these conditions. If your order is accepted, you will be notified of this soon after you submit your order by clicking "Complete Purchase". As the confirmation is sent to you automatically, an error may have been made of which we are not aware despite our best efforts. Because of this, we retain the right to cancel the order as set out under the "Cancellation" heading.

**7.2 Acceptance of Order** - your order becomes binding as soon as we have accepted it, subject to your rights of cancellation.

Your order will be accepted as soon as we have confirmed your order. Our acceptance of your order is conditional on the availability of the Products you have ordered. If any of the Products you have ordered are unavailable, or should events occur beyond our reasonable control, we reserve the right to cancel your order. In such circumstances we shall let you know as soon as possible.

**7.3 Prices** - every effort is made to ensure that the prices shown are correct at the time of publication. If an error has been made, we or you may cancel the order in relation to some or all of the Goods as indicated under "Cancellation".

It may be necessary to raise our prices in certain circumstances, e.g. if component costs increase or currency conversions change materially.

The price for the products you order will be confirmed to you when or soon after you place your order. If this varies from any quoted price, we will contact you to check that you still wish to proceed.

All prices are in £ Sterling and exclude delivery charges where they apply.

**7.4 Payment Methods** - you may pay by Debit Card, Visa and Master Card or by Paypal ® using the Paypal payment gateway facilities.

**7.5 Errors** - every effort is made to ensure that all the information provided on the SatinsandSilks.co.uk website is correct at the time of going online.

**7.6 Security** – the SatinsandSilks.co.uk web site uses industry standard security methods to ensure that all the personal details you give us are not misused. **We do not store any of your financial details**, so you will need to key this information in each time you place an order.

The purchase area of our site is secure. We utilise industry standard technology and a secure third party payment gateway to guarantee a safe and secure

shopping environment. All sensitive information such as credit card details, name, address, is encrypted by the payment gateway system. This means that information passed between your computer and our payment gateway cannot be read even in the unlikely event it is intercepted by someone else.

**7.7 General** - no order is binding on you or SatinsandSilks.co.uk until we have accepted it. You will own the items we supply you from the moment they are put in the hands of the postal service, or with our carriers, or on payment in full of the price of the Goods and any delivery charge, whichever is later. These terms and conditions cannot be varied by you or us unless made in writing and signed by both parties.

**7.8 Delivery** – orders will be dispatched as soon as possible, usually the same or next day, depending upon the time of ordering. All UK deliveries will be sent via Royal Mail, First Class Signed-for. If an item is out-of-stock (for example if it has been sold offline and the web site stock has not been updated, we will inform you and give an estimate or restocking and delivery times.

If any provision contained in these Terms and Conditions is considered by any court or regulatory authority to be unfair, invalid or unenforceable, that provision will be considered deleted from these Terms and Conditions without affecting the other provisions.

The law of England and Wales governs these Terms and Conditions and all disputes will be subject to the exclusive jurisdiction of the courts of England and Wales.

These Terms and Conditions apply if you are dealing with us as a consumer. If you have any queries or complaints about our Products or these Terms and Conditions, please contact SatinsandSilks.co.uk.

### **Product images and descriptions**

We use our own images on our website to display our products. All images are Digitally Water Marked and can be traced. Although these images depict the products to their best we cannot be held responsible for slight differences in colours to the products due to different screen resolutions or the look of the products.

All descriptions used are provided by us.

### **Explanations**

#### **In these Conditions:**

'Goods' means the goods in your shopping basket at the time of ordering. It includes any service that comes with any goods.

'Cancellation Period' means the period of eight days from the date of receipt of goods ordered by Distance Communication during which you are entitled to cancel your purchase order;

'Distance Communication' means purchases exclusively made via telephone, fax, mail order and/or SatinsandSilks.co.uk website;

'Product or Products' means SatinsandSilks.co.uk goods;

'we', 'us', 'our' means SatinsandSilks.co.uk;

'you', 'your' means one of our customers.

**Evolving Security**

Web security is rarely out of the press today. That's a measure of how important the Internet is to businesses and customers and there's a real sense that the simplicity and convenience of online shopping is not being enjoyed for fears about this security. Our view is simple. We use universally recognised technology and as web security technology evolves so in turn SatinsandSilks.co.uk will continue to develop itself in line with these trends.

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