

# Terms & Conditions

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9. All sizes and measurements are approximate. We make every effort to ensure they are as accurate as possible. Pictures are for illustrative purposes only and colours may vary slightly from those shown.

#### 10. Prices

11.1 All Prices are correct at time of publication.

11.2 Artimex Sport UK Ltd reserve the right to change the advertised prices at any time.

11.3 All prices are in Great Britain Pounds Sterling.

11.4 Delivery is included in the price for goods delivered to mainland England, Wales and most of Scotland but excludes Highlands and Islands. We can deliver to these areas but an additional charge will be payable. We will inform you of any additional cost prior to processing your order.

12 The contract will be created when the customer receives an order confirmation from Artimex Sport UK Ltd by email, telephone call, fax or letter.

13 The customer is solely responsible for ensuring that the products ordered are suitable for their intended use.

#### 14 Payment

14.1 All orders must be paid for in full before the goods will be despatched.

14.2 Artimex Sport UK Ltd accepts on-line payments from major credit and debit cards, including Visa, Mastercard, Delta, Switch, and Maestro. No additional charge is made for card payments.

14.3 Payments by personal cheque, bank or building society cheque are accepted. Cheques should be made payable to Artimex Sport UK Ltd. The goods will be despatched once the cheque has been cleared nominally 5 business working days.

15 All goods are offered subject to availability. Where goods are found to be unavailable or discontinued, Artimex Sport UK Ltd will offer a substitute subject to the customer's agreement. If a suitable substitute is not available the order will be cancelled and any payment made will be refunded.

#### 16 Cancellation

16.1 Under the Distance Selling Regulations the customer has the right to cancel their order at any time before the goods are despatched or within 7 days of receiving the goods. A full refund will then be made. The customer must take reasonable care of the goods, they must be returned in the original packaging, unused and return carriage must be paid for by the customer. We can arrange return carriage and deduct the cost from the refund.

16.2 Custom made orders cannot be returned

16.3 Artimex Sport UK Ltd will refund your payment within 14 days of the goods being returned.

16.4 If you wish to cancel your order, please email or write to us at the address provided.

#### 17 Delivery

Artimex Sport UK Ltd endeavour to deliver all stock items within 14 working days from receipt of your order. Items not in stock can take longer depending on the manufacturers' lead times. We will advise you of delivery times on receipt of your order.

## 18 Damaged or faulty goods

18.1 Artimex Sport UK Ltd check all goods for faults prior to despatch to customers. Please examine all goods on delivery in case any damage has occurred in transit. The driver should be notified of any problems and the delivery advice should be signed accordingly. Please notify us of any damage as soon as possible.

18.2 All damage claims must be supported by photographic evidence and a written description of the damage.

18.3 All goods must be returned in their original packaging and strapping to prevent further damage.

## 19 Title and Risk

19.1 Risk of damage to or loss of the products shall pass to the buyer upon delivery.

19.2 Notwithstanding any other provision herein title in the products shall not pass to the buyer until Artimex Sport UK Ltd has received payment in full.

## 20 Privacy and Security

20.1 All personal details that you give us are securely stored. We do not supply or sell customers details to any outside organisation. We will endeavour to take all reasonable care, in so far as is possible, to keep all your order and payment details secure, but, in the absence of negligence on our part we cannot be held liable for any loss you may suffer if a third party procures unauthorised access to any data you provide when accessing or ordering.

20.2 All credit and debit card payments are handled by a third party payment provider. Payment details are not held on our website.

21 If the Terms and Conditions are not accepted in full, the use of this site must be terminated immediately.