



Terms and Conditions



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Ordering from us

You are deemed to place an order with us by ordering via our online checkout process. We will send you an order acknowledgement by email, detailing the products you have ordered.

Our acceptance of an order takes place when we despatch the order. When we despatch the order the purchase contract will be made even if your payment has been processed immediately, unless we have notified you that we do not accept your order or you have cancelled your order.

We may refuse to accept an order:

- (a) Where goods are not available
- (b) Where we cannot obtain authorisation for your payment
- (c) If there has been a pricing or product description error
- (d) If you do not meet any eligibility criteria set out in our terms and conditions
- (e) If the order is to be delivered outside of the United Kingdom.

Pricing

VAT will be included in the total price upon checkout. Our prices are reviewed periodically.

Delivery

We will deliver the Products ordered by you to the address which you give for delivery when you make your order. If any of the details you have given us in your delivery address are incorrect, we are not liable for any items which have not been received.

Delivery will be made as soon as possible and usually within 7 days of receipt of your order.

Whilst we make every effort to deliver goods on the day we specify, we cannot guarantee delivery on that day or accept liability for deliveries made outside this timescale. We cannot accept liability for out of pocket expenses or other costs incurred due to failed or delayed deliveries

Some postal addresses in Northern Ireland, some offshore islands and some remote areas of Great Britain may not be covered by our normal delivery services and so we may have to contact you to advise you of extra postal charges.

The majority of our products are despatched Royal Mail 48hr. If you have not received your items, you must check with your local sorting office even if you have not received notification from your postman that they are holding items for you.

In the event that we reproduce an item for you and subsequently the original is returned as undelivered by Royal Mail, we reserve the right to charge an administrative fee up to 100% of the trade price of the reproduced product.

We reserve the right to wait up to 10 working days from the date of despatch before taking further action regarding an undelivered item.

Next Day Delivery

Next day delivery is available Monday to Friday, except bank holidays for products where stated.

- (a) From Monday to Friday, orders must be placed by the specified cut off period to ensure delivery the next day.
- (b) Orders placed on a Friday before the specified last order time will be delivered on the following Monday.

- (c) Orders placed on a Saturday/Sunday will be delivered on the following Tuesday.
- (d) Unfortunately we cannot deliver on a bank holiday. In this instance please expect your delivery on the next working day.
- (e) Our carriers will normally deliver your parcel between 9am and 5pm but certain carriers may deliver later; unfortunately we cannot give you a more specific delivery time than this.
- (f) A signature may be required on receipt.
- (g) If you are not around to accept your parcel, the carrier may leave it with a neighbour, or in a safe place, if they think it is safe to do so. A calling card will be posted through your door to let you know this has been done.
- (h) If the parcel can't be left in a safe place or with a neighbour, the carrier will take it back to the local depot, and leave you a card telling you how you can pick it up.

Next Day Delivery to Northern Ireland, Overseas UK addresses and Northern Scotland will take up to 48 hours. Any orders exported to the USA and Canada are at your own risk, All Things 4 U will not be held liable for these orders.

Please note: we will not be held liable for any late deliveries if delays occur by causes beyond our reasonable control including, without limitation:-

- (a) fire;
- (b) severe weather conditions;
- (c) industrial dispute;
- (d) strike or labour disputes

Order Cancellations

Orders that have been personalised cannot be cancelled once they have entered the production process. If you still wish to cancel the order beyond this point 100% of the order will still be charged.

If you wish to cancel your order you can notify us by email to sales@allthings4u.com or by telephone (01782 744900) before the goods have been placed into production.

Where goods have already been dispatched to you a refund is not possible.

Please note: In order to provide a fast service some products are immediately sent for production. Please check your order on screen and the confirmation email carefully as we cannot refund products which have been mis-spelt.

We reserve the right to cancel your order at any time and issue a full refund.

The provisions of this clause do not affect your statutory rights.

Disclaimer

While we endeavour to ensure that the information on this Website is correct, we do not warrant the accuracy and completeness of the material on this Website. We may make changes to the material on this Website, or to the products and prices described in it, at any time without notice. The material on this Website may be out of date, and we make no commitment to update such material.

The material on this Website is provided "as is" without any conditions, warranties or other terms of any kind. Accordingly, to the maximum extent permitted by law, we provide you with this Website on the basis that we exclude all representations, warranties, conditions and other terms (including, without limitation, the conditions implied by law of satisfactory quality, fitness for purpose and the use of reasonable care and skill) which but for these terms and conditions might have effect in relation to this Website.

Liability

We, any other party (whether or not involved in creating, producing, maintaining or delivering this Website), and any of our group companies and the officers, directors, employees, shareholders or agents of any of them, exclude all liability and responsibility for any amount or kind of loss or damage that may result to you or a third party (including without limitation, any direct, indirect, punitive or consequential loss or damages, or any loss of income, profits, goodwill, data, contracts, use of money, or loss or damages arising from or connected in any way to business interruption, and whether in tort (including without limitation negligence), contract or otherwise) in connection with this Website in any way or in connection with the use, inability to use or the results of use of this Website, any websites linked to this Website or the material on such websites, including but not limited to loss or damage due to viruses that may infect your computer equipment, software, data or other property on account of your access to, use of, or browsing this Website or your downloading of any material from this Website or any websites linked to this Website.

Nothing in these terms and conditions shall exclude or limit our liability for (i) death or personal injury caused by negligence (as such term is defined by the Unfair Contract Terms Act 1977) (ii) fraud (iii) misrepresentation as to a fundamental matter or (iv) any liability which cannot be excluded or limited under applicable law.

Governing Law and Jurisdiction

These terms and conditions shall be governed by and construed in accordance with English law. Disputes arising in connection with these terms and conditions shall be subject to the non-exclusive jurisdiction of the English courts.

We do not warrant that materials/items for sale on the Website are appropriate or available for use outside the United Kingdom and Eire. It is prohibited to access the Website from territories where its contents are illegal or unlawful. If you access this Website from locations outside the United Kingdom and Eire, you do so at your

own risk and you are responsible for compliance with local laws.

Miscellaneous

You may not assign, sub-license or otherwise transfer any of your rights under these terms and conditions.

If any provision of these terms and conditions is found by any court of competent jurisdiction to be invalid, the invalidity of that provision will not affect the validity of the remaining provisions which shall continue to have full force and effect.

Only the parties to these terms and conditions may seek to enforce them. Nothing in these terms and conditions is intended as granting any persons who are not parties to these terms any rights under the Contracts (Rights of Third Parties) Act 1999.

Returns Policy

Returns and exchange

If you wish to return an item, please contact our customer care team by email to sales@allthings4u.com, quoting the order number, name and address, details of the product and the reason for return, and whether a refund or a replacement is required. We will then advise on how to proceed with the return.

I received the wrong item.

If the item received is not what was originally ordered, please contact customer care by email to sales@allthings4u.com, quoting the order number, name and address, details of the product and the reason for return, and whether a refund or a replacement is required. We will then advise on how to proceed with the return.

Faulty item

If the item received is faulty, please contact our customer care team by email to sales@allthings4u.com, quoting the order number, name and address, details of the product and the reason for return, and whether a refund or a replacement is required. We will then advise on how to proceed with the return. If the item is faulty, please return it to us within 30 days of receipt. Refunds cannot be given if the fault is as a result of misuse.

Colour

The colour of the product you receive may not match the colour as displayed by our website on your computer monitor. Please be aware that if colour is important to you, your order is placed at your own risk.

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