

## **Tots Unlimited Terms & Conditions.**

These are the terms and conditions of our agreement which apply to all purchases of products by you from [totsunlimited.co.uk](http://totsunlimited.co.uk) and you should read them carefully. By placing an order on [totsunlimited.co.uk](http://totsunlimited.co.uk) you agree to be bound by the terms and conditions set.

You can submit an order for products on [totsunlimited.co.uk](http://totsunlimited.co.uk) by completing the details required on the checkout process pages. All prices are reflected in £UK sterling and include VAT where applicable.

The steps required to create a contract between you and us are as follows:

- You place an order for products by completing the details required on the checkout page. Your order amounts to an offer by you to purchase the products.
- We will send you an order acknowledgement email detailing the products you have ordered.
- As your order is dispatched we will send you an order update email.
- You may cancel your order at any time before we have dispatched it by contacting us via our website.

All purchases made will be sent via 1<sup>st</sup> Class and proof of postage will be made available. If our supply of the products is delayed by an event outside of our control then we will not be liable for such delay. Delivery will be to the address supplied in your order. You will be responsible for the products as soon as they are delivered to the delivery address specified in your order.

We take every reasonable care to ensure that your order and subsequent transactions are conducted via a secure link. As we are not responsible for the operation of the secure link we will not be liable for any loss you may suffer if a third party obtains unauthorised access to any information you provide via such link unless caused by our negligence.

You have the right to cancel any order that you make with us online or over the phone within 14 days. The cancellation period will expire after 14 days from the day on which you received your order. To exercise the right to cancel, you must inform us of your decision to cancel your order by sending a clear statement by e-mail. To meet the Cancellation deadline, you must send us your communication concerning your exercise of the right to cancel before the cancellation deadline has expired.

Goods must be returned back to us without undue delay and in any event not later than 14 days from the day on which you notify us of the cancellation of your order. You are responsible for the cost of returning your goods. Once the goods are

received back to us we will make the reimbursement using the same means of payment as you used for the initial transaction. We may make a deduction from the reimbursement for loss of value of any goods returned, if the loss is the result of unnecessary handling by you. Please note that in addition to your general right to cancel set out above, we operate a Returns and Exchanges Policy. You should read this policy. We will not refund or exchange any goods which cannot by their nature be disassembled once they have been partially or fully assembled.

Products may vary slightly from their pictures.

We are under a legal duty to supply products that are in conformity with this contract.

These terms and the contract it forms is between you and us. No other person shall have any rights to enforce any of its terms.

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