

Purchasing Terms and Conditions

These terms and conditions of sale apply to all orders received. By placing an order you are deemed to have accepted these terms and conditions of sale. (Terms and Conditions are subject to change and therefore you are advised to print a copy of these terms at the time of ordering.)

Purchasing

A maximum of 5 items per order may be placed without prior consent. Your order is an offer to buy the goods on these terms and conditions of sale.

The supply of goods is subject to availability. Whilst we always try to inform you if any goods are unavailable before you place an order, we cannot always do this. If this happens you will be informed by email and refunded for any unfulfilled items.

Prices

All prices of goods available are quoted and charged in sterling. VAT is not charged at present. Prices remain unchanged, with the exception of any unexpected price or VAT changes.

Please note that any additional duty or customs charges applicable in the destination country are payable by the recipient.

To enable Headway Essex to provide an online sales facility without incurring a loss to income, an additional fee of 4% has already been added to the cost of each item sold online. This is to cover fees charged by PayPal and for debit/credit card transactions.

Forms of Payment

We accept payment by either cheque or PayPal for all purchases within the UK. Cheques should be made payable to 'Headway Essex'.

We are unable to accept overseas cheques.

PayPal is on the only method of payment for purchases outside the UK. Please check the PayPal Terms & Conditions. It is not recommended to send cash in the post.

Delivery

All deliveries are subject to stock availability and authorisation of your payment.

Orders will normally be dispatched within 28 working days from receipt of your order, via Royal Mail (standard delivery).

Collection can be made in person, by prior appointment. Please contact to arrange.

Delivery Costs

Delivery is free of charge within the UK.

Overseas delivery costs have already been added to the costs of the items. Overseas postage is costly and to enable Headway Essex to offer a service to overseas fans a charge for delivery has been made.

Cancellations and Refunds

With all sales, if it is necessary to cancel your order, please contact us as soon as possible by phone or email headed up "Order Cancellation". If goods have already been dispatched a charge may be incurred.

Your right to cancel does not apply:-

- To goods you have used and which are therefore not in a saleable condition.
- To all goods or services, if you are acting in the course of business.

You have a statutory right to cancel your order by notifying us in writing within 7 working days of delivery.

If you have received your goods and need to cancel your order and claim a refund, write to us at the "returns address" below within 7 working days from delivery, heading your letter "Order Cancellation" and send the goods back, in a saleable condition.

A 'working day' is any day which is not a weekend or a bank holiday.

We will refund the purchase price to you within 30 days of your cancellation notice. You are responsible for the costs of returning the goods and this cannot be refunded.

Please note that we are unable to cancel any orders after the 7 working day period unless the goods are faulty (see 'Faulty Goods' below). Your right to cancel is separate from other statutory rights you may have.

Faulty Goods

If any goods ordered from us are faulty, please return them to the address below as soon as possible, securely packaged. If we find that the goods are faulty, and you have returned them within a reasonable period, we will refund the purchase price and your postage costs for returning the goods (standard delivery). This refund policy does not affect your statutory rights.

Replacement Goods

Whilst every effort will be made to replace goods, it must be noted that due to the limited nature of some of the goods supplied, we cannot guarantee to replace any returned items.

Returns Address

The address for returning faulty or cancelled goods is: Headway Essex, Town Office, 58b Head Street, Colchester, CO1 1PB United Kingdom

Liability

Headway Essex shall not be liable if we are unable to carry out our obligations (including any delays) due to any circumstances beyond our reasonable control.

Re-sale of Products

The products sold on this site raise money for Headway Essex and are not intended for commercial re-sale. Under charity fundraising laws, commercial organisations may not re-sell the products to the general public without the permission of Headway Essex.

Governing Law and Jurisdiction

The terms and conditions of sale shall be governed by and enforced in accordance with the laws of England and Wales. Headway Essex and you both agree to submit to the non-exclusive jurisdiction of the courts of England and Wales.

Details and Address

Headway Essex, registered charity 1008807 (England and Wales).

Headway Essex, Town Office, 58b Head Street, Colchester, CO1 1PB, United Kingdom

For any queries or complaints about goods or services ordered through Headway Essex, please contact us at
Phone: (+44)1206 547616 Email: webshop@headwayessex.org.uk