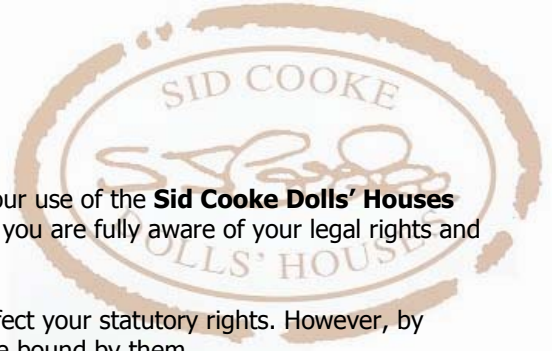


# Terms and Conditions



## INTRODUCTION

These Terms and Conditions govern your use of the **Sid Cooke Dolls' Houses** website. Please read them carefully so you are fully aware of your legal rights and liabilities.

These Terms and Conditions do not affect your statutory rights. However, by accessing this Website, you agree to be bound by them.

## Disclaimer

Sid Cooke Dolls' Houses make no representations about the suitability of the information contained in the documents and related graphics, or the products found on this website. All such documents and related graphics are provided "as is" without warranty of any kind. We hereby disclaim all warranties and conditions with regard to this information, including all implied warranties and conditions of merchantability, fitness for a particular purpose, title and non-infringement. In no event shall Sid Cooke Dolls' Houses be liable for any special, indirect or consequential damages or any damages whatsoever resulting from loss of use, data or profits, whether in an action of contract, negligence or other tortuous action, arising out of or in connection with the use or performance of information available from this website.

The documents and related graphics published on this website could include inaccuracies or typographical errors. Changes are periodically added to the information herein. Sid Cooke Dolls' Houses may make improvements and/or changes in the product(s) described herein at any time.

## Definitions

"Conditions" means these terms and conditions; "Personal Information" means any personal details provided by you via the Website; "User" means a user of the Website; "We/us/our" or "Seller" means Sid Cooke Dolls' Houses; "Website" means the website located at <http://www.sidcooke.co.uk> or <http://www.sidcooke.com> or any subsequent URL which may replace it; and "You/your", "buyer" or "customer" means you as a user of the Website.

## Property Rights

All website content and imagery is the copyright property of Sid Cooke Dolls' Houses and must not be copied or reproduced under any circumstances. Any company or individual found using our content or imagery will be prosecuted to the full extent of the law

## Third party links

Sid Cooke Dolls' Houses reserves the right to provide links to other websites or resources. However we accept no responsibility for the availability of such sites or resources and do not endorse and are not responsible or liable for practices and content of such websites.

## Data Protection and Privacy

We never disclose customer information to third parties. We retain all information you provide for our administration purposes only.

## HEALTH AND SAFETY

Please note that the items on this web site are collectors' items, and not suitable for very young children. Generally we recommend that our products are not given to children under the age of 16 years. Our products are not toys.

However, the Plan Toys range which can be found in the children's section are specifically designed to be safe, sturdy and durable. These items are suitable for young collectors from the age of three years.



## **USE OF THE WEBSITE**

### **Registration/ use of shop**

You must be over 18 to purchase from the on-line shop. All details supplied must be correct and complete to the best of your knowledge. If you do not wish to accept the Terms and Conditions you should discontinue your use of the site. We reserve the right to refuse to process a transaction for any reason or refuse service to anyone at any time at our sole discretion.

### **Web site security**

All of the information you give us via the website is handled with the utmost respect and confidentiality. We ensure the security of the site by encrypting any of the information that you supply through a secure socket layer (SSL) before it is sent to us. Irrespective of SSL security, credit card data is not retained on the web server but immediately passed into an internal system. Nobody is able to obtain your credit card details or other information other than Sid Cooke Dolls' Houses Limited. No personal or financial details are left unencrypted on a remote server, and such details are never sent by unencrypted internet email. By accepting these terms and conditions when you make a purchase, you authorise us to process payment from the credit card details supplied and to conduct validation checks by cross checking your details.

## **PURCHASE OF GOODS / SERVICES**

### **Prices**

All prices are quoted in pounds sterling (£) and include VAT @ 17.5%. All prices are exclusive of packing and delivery unless otherwise stated.

### **Payment Methods**

We accept cheques, postal orders, credit cards and debit cards via our secure payment provider WorldPay. All cheques should be made payable to "Sid Cooke Dolls' Houses".

### **International Customers**

Customers from outside the UK can only pay by International credit card. All other terms and conditions apply.

### **Order Acceptance and Processing**

After you have successfully placed an order with us, you will receive an acknowledgement by e-mail of the order you have placed. For security purposes, we cannot deliver the goods to any other address than that supplied when you placed your order. We do reserve the right to refuse any order or part thereof at anytime, either prior to or after sending you our e-mail confirmation, subject to any rights granted to you under applicable consumer law. We accept no liability for any failure to ship products where this results from our inability to do so or our decision on reasonable grounds not to do so, provided that we take all reasonable steps to notify you within 28 days of placing the order that the goods will not be shipped as ordered. In such cases we will not process any payment or will immediately refund any payment made, in full. It is your responsibility to ensure that you order from us with sufficient lead time to prevent any loss or disappointment resulting from such non-shipment. Your statutory rights are unaffected.

### **Delivery of Goods**

Once you have ordered a product from us, we aim to deliver it within 7 working days from the date of purchase. If, due to unforeseen circumstances we cannot deliver on time we will try to contact you to make an alternative arrangement. Method of delivery will vary dependent on the cost of goods purchased, but will always require a signature on delivery.

We have no control over the postal and delivery systems that we use and do not accept responsible for their failings.

**Order Fulfilment**

Some orders processed through this website may be fulfilled on behalf of us by various manufacturers. Should you have any queries or problems with your order do not contact the manufacturer but please contact us on +44 (0)1922 633 422 or email us at [megan@sidcooke.co.uk](mailto:megan@sidcooke.co.uk)

**Passing of Property**

Sid Cooke Dolls' Houses shall retain the property of the goods until full payment has been made by the customer and it has been received by Sid Cooke Dolls' Houses

**Acceptance**

The Customer shall inspect the goods within a reasonable time after their receipt and shall be deemed to have accepted the goods unless within 7 (seven) days after their receipt the Customer shall have notified the seller that the goods are rejected. If no such action has been taken, Sid Cooke Dolls' Houses shall consider the products being as described, of satisfactory quality and fit for their purposes, and may not accept any reject at a later date.

**Returns Policy**

You have a right to cancel this contract and return the goods within 7 days of receipt. If you wish to do so, you must provide proof of purchase and return the goods in perfect condition and in the original packaging. Please contact us by email at [megan@sidcooke.co.uk](mailto:megan@sidcooke.co.uk) to arrange the return of the goods or telephone us on +44 (0)1922 633 422. For security purposes we will request that the goods be returned via recorded delivery (at the expense of you the customer). The goods are considered your property until we have given legal recognition of their return. We require proof of payment to process refunds, therefore please ensure you keep any receipts.

Any item to be returned should be sent to:  
Sid Cooke Dolls' Houses  
Unit 2, 71-79 Frederick Street  
Walsall  
West Midlands, UK  
WS2 9NJ

**Returns Policy –  
Faulty Goods**

In the unfortunate event that you believe that you have received damaged, faulty or incomplete goods you must notify us within 7 (seven) days of delivery. Please contact [megan@sidcooke.co.uk](mailto:megan@sidcooke.co.uk). We will then contact you to arrange a replacement or refund, whichever you prefer. If it is agreed that the goods will be returned to our correspondence address (as detailed above) we will refund your postage costs and arrange the replacement / refund within 14 days of receipt of the goods. In order for a refund of postage costs to be arranged; a postage receipt from the post office must be obtained.

**Cancellations**

Cancellations are only accepted if you comply with the following cancellation procedure before the order has been dispatched. If the order has been dispatched prior to the cancellation, the return procedure as defined above will apply. If the procedure is not respected, the order will be considered valid and the Customer will remain liable for the full payment. Cancellations can be made with Sid Cooke Dolls' Houses to <mailto:megan@sidcooke.co.uk>. We will then confirm the cancellation of the order.

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