

# Terms & Conditions

## Payment

We Process on-line orders using PayPal, Bank Transfer, Payments always in advanced required.

All prices displayed on our Website or offered to you are inclusive of Vat @ 23%.

## Shipping

Shipping charges will be added at checkout. We use a fixed price for shipping and will always deliver the best possible price relating to postage fees.

**If however, the shipping cost exceeds our fixed price we will contact you before we proceed and inform you of the new delivery cost.**

## Delivery

We dispatch orders within 24 hours where possible subject to being in stock. Weekend orders will be processed on the next working day. Please allow 2-3 working days for delivery within Ireland.

If you have not received your order by this time please contact us.

Any purchase over a value of 150 Euro is exempt from a delivery charge in Ireland, Purchases of a value under 75 Euro have a delivery fee. Please see your shopping cart for details.

## Returns Policy

1. By ordering from our website or calling in your order, you agree that you can return the merchandise within 15 days of the shipping date.
2. If there is damage to the item upon return, you will be charged for the cost of new parts to replace the damaged parts
3. The customer is responsible for shipping costs back to us
4. Shipping costs are non refundable
5. A Return Merchandise Authorization (RMA) number must be issued by us before your package is returned or we will deny shipment and the product will be returned to you

Refunds will be issued within 7 days of goods returned subject to the above conditions

## Cancellation Policy

If you wish to cancel your order prior to receiving the goods contact us as soon as possible to help minimize costs.

## Security Policy

We operate a professional, user friendly on-line business offering the highest levels of security to our customers in a confidential manner.

We are committed to preserving your privacy and maintaining a secure environment for you to shop on-line with us.

We do not have access to any of your credit card details nor are they retained by us in any way. We simply get a 'pass' or 'fail' result from PayPal when your card has been processed.

We will constantly monitor our security systems and will inform you of all changes and improvements through our website.

When you create an account with you will be asked to provide some personal information

(Name, address, e-mail, phone number) but not your credit card details.

When paying for your goods you will be transferred to our web store provider's secure payment server, PayPal. Your connection to this server will be encrypted thus providing a completely secure environment for your transaction. Credit card details are never held in a clear text format.

A closed padlock icon on your browser signifies the secure connection is in place and the address in your browser's address bar will begin https://.

We use PayPal to process all transactions. PayPal use the very latest security technology to ensure that your card details are completely secure when paying on our site.

### **Updates**

This site is subject to change from time to time while we attempt to assure the correctness and timeliness of all material posted on the site, we take no responsibility for errors or omissions which may be the result of technical causes, or otherwise.

The above Terms & conditions do not affect your statutory rights.

### **Gift Vouchers**

Gift Vouchers are never discounted during SALE promotions. Any variations regarding the value of Gift Vouchers during Sale promotions will only be redeemed at the original value.