

## **RAISING HORIZONS LTD - TERMS AND CONDITIONS**

These are our Online Store TERMS AND CONDITIONS of sale to which all online purchases are subject. If you've got questions about the site or your order, you should find the answers here...

### **Price Information**

All prices are correct at time of display online and are subject to V.A.T. where appropriate. In the unlikely event of an administrative error resulting in an incorrect price being displayed, we reserve the right to correct the price. In these circumstances, you will not be bound to continue with your purchase, and will be asked to email us to confirm that you wish to proceed.

### **Payment**

We accept payment by most major credit or debit cards as well as by cheque and BACS. Payment will be debited to your account before the despatch of your purchase. Credit card payments conducted via our website are made through the Nochecks secure ePayments card processing facility. We as a company hold no credit or debit card information within our systems or databases.

### **Validation Checks**

All credit and charge card holders are subject to validation checks and authorisation by the card issuer. If the issuer of your payment card refuses to authorise payment to us, we will not be liable for any delay or non-delivery.

### **Liability**

The majority of card issuers cover all the charges that may result from unauthorised use of your credit card or debit cards, but some may limit your liability to £50. If you believe your credit or debit card has been subject to unauthorised use you should contact your card issuer without delay.

### **Delivery of Goods**

We can deliver to addresses throughout the world there will be a longer delivery lead time. Goods can be delivered either to your home address, or to an alternative address or to your work.

Your order will usually be delivered by 1<sup>st</sup> Class mail, or airmail outside the UK.

### **Delivery Charges**

At this time Raising Horizons Ltd do not charge any delivery costs.

### **Delivery Times**

Delivery times are calculated in working days - i.e. Monday to Friday inclusive (working days do not include weekends or National Bank Holidays). In case of Bank Holidays please allow an extra 2 working days. From the receipt of your order we will endeavour to deliver your chosen items to you within 5 working days providing the goods are in stock, unless a longer delivery time is shown on the product information page. Deliveries to non-Mainland or remote locations may take longer. Risk in the goods will pass to you on delivery.

## **IMPORTANT**

We do everything we can to meet the delivery time specified in this section, however occasionally delivery times may be affected by factors beyond our control and cannot be guaranteed. We cannot be held liable for any additional costs that may be incurred due to late delivery or non-arrival of goods.

## **Complaints and Queries**

If you are not happy with any aspect of our online service or if you have any queries or comments relating to an order placed online, please either e-mail us at [support@raisinghorizons.com](mailto:support@raisinghorizons.com) or write to us at the following address

Raising Horizons Ltd  
16 Brough Road  
South Cave  
Brough  
HU15 2BX

## **Unwanted Goods**

If you decide that you do not want any item, which we have delivered then, provided that it is returned to us in its original and unused condition (including in its original packaging), along with the wrapping and delivery note (as proof of purchase) within 7 days of delivery, we will exchange it or offer a refund. All unwanted goods will be subject to a handling charge. Please return the unwanted goods to:

Raising Horizons Ltd  
16 Brough Road  
South Cave  
Brough  
HU15 2BX

Whichever method you choose to return goods to us we would recommend you use a tracked / recorded delivery method, as we cannot be held liable for missing or damaged goods.

This guarantee is in addition to and does not affect your statutory rights. If you post the item to us, we will endeavour to send you a replacement or refund your payment, within 14 days

## **Faulty Goods.**

If you purchase a product from us which is found to be faulty we will supply a replacement product or give you a refund of no more than the purchase price. We cannot be held liable for any additional costs that may be incurred. Simply return it to us at the following address.

Raising Horizons Ltd  
16 Brough Road  
South Cave  
Brough  
HU15 2BX

Please note that we will refund the cost of postage up to but not more than the original postage amount. This applies to faulty goods only. We aim to dispatch a replacement product or refund your money within 14 days.

**Safe Shopping**

We have used every effort to ensure that shopping on the Internet with Raising Horizons Ltd is as safe as possible. Our Partners secure server software encrypts all of your personal information sent over the Internet. In processing your order, your information may have to be sent over the Internet more than once. At no point is your order information sent in this way without encryption.

**Authentic Site**

The websites that we partner to deal with your personal details have 128 SSL certificates installed. This ensures that all your data is transmitted only via secure links. It is the latest and most up to date form of security available at this present time.

**External Links**

We cannot be held responsible for the content of any external links that you may visit from within our site. If you feel any of the links within our site are inappropriate please inform us via e-mail

**Privacy Policy**

Our Privacy policy is simple, we will not disclose any of the information we keep on file to anyone unless required to do so in a court of law or similar.

Remember we do not keep any credit or debit card information on file.

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