



Website Terms and Conditions

Last updated September 2017



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These Terms and Conditions relate to Keep Wales Tidy, a charity and private company limited by guarantee.

Our registered office is 33-35 Cathedral Road, Cardiff, CF11 9HB.

Our Company number is 4011164

Our Charity Registration Number is 1082058.

By using the Keep Wales Tidy Website you are agreeing to the Terms and Conditions that govern it.

Your access to and the use of the Keep Wales Tidy Website is conditioned on your acceptance of and compliance with these Terms. These Terms apply to all visitors, users and others who access or use the Keep Wales Tidy Website.

If you disagree with any part of the Terms, then you should not access the Keep Wales Tidy Website.

We cannot guarantee the accuracy, completeness or suitability of the information and materials on our Website. As a user, it is your responsibility to acknowledge that inaccuracies may be apparent, or errors may exist, and we exclude liability for any such issues to the fullest extent permitted by law.

Your use of any of the information on our website is at your own risk and we will not be held liable. It is your responsibility to ensure that all information taken or made available through our website meets your specific requirements.

If you use our website in an unauthorised way, this may lead to a claim for damages and could be a criminal offence.

We do not accept responsibility for any loss, disruption or damage to your data or your computer system which may occur whilst using materials derived from our website.

We endeavour to produce all of our website material in both the Welsh and English language. However, there are occasionally items which due to time, financial or other constraints may only be available in the English language initially. For more information on this please contact comms@keepwalestidy.cymru

Copyright

The content of the Keep Wales Tidy Website is the property of Keep Wales Tidy or their technology providers. As users of the Keep Wales Tidy Website you agree to not altering the content of the site, copying the site for your own use and only using the content of the site for your own limited purpose. Reproduction is prohibited.

Privacy

If you share information with us, we won't disclose it to any other third parties.

The information will only be used for Keep Wales Tidy and partner requirements, to meet any legal requirements and to answer your queries.

Links to Other Web Sites

Our Website does contain links to third party web sites that are not owned or controlled by Keep Wales Tidy.

Keep Wales Tidy has no control over, and assumes no responsibility for, the content, privacy policies or practices of any third-party web sites. Such links do not signify that we endorse these websites.

You should acknowledge and agree that Keep Wales Tidy shall not be responsible or liable, directly or indirectly, for any damage or loss caused or alleged to be caused by or in connection with use of or reliance on any such content, goods or services available on or through any such web site.

Our terms and conditions are relevant only to our website and third-party websites may have their own specific terms which you should review prior to proceeding.

Charity Purpose of Keep Wales Tidy Shop Online Agreement

Keep Wales Tidy has a memorandum of understanding with The Helping Hand Company (Company Number 2172956, VAT Registration No.477 7948 69) for the provision of all aspects of order fulfilment and despatch of goods relating to the litter picking equipment.

Purchase of litter picking equipment from Keep Wales Tidy does not entitle the purchaser to automatic insurance cover.

Guarantee

All products should reach you in perfect condition, just as they left us. If you are dissatisfied in any way with their condition on arrival, please let us know within 7 days of delivery and we'll arrange a replacement or refund. We are only liable for the cost of the goods (plus any carriage charge) as quoted on the website.

Delivery Charge

We deliver to mainland UK only. Delivery charges are shown on your order.

Order Despatch

We aim to despatch goods within 3 working days. Please allow a further 7 days before you query a non-delivery. We will use reasonable endeavours to meet these estimated timescales however sometimes delays may occur. We shall not be liable to you for any such delay or failure to deliver the goods within these estimated timescales.

Payment

We accept payment for online orders by most major debit/credit cards. Cards are debited when the order is first processed. Should any item become unavailable we will issue a full refund.

Prices

Prices include VAT where applicable. We reserve the right to revise any prices in the event of unforeseen circumstances or a change in the VAT rate.

Conditions of Sale

Information given about products is to the best of our knowledge and is for general guidance only. All dimensions and capacities are approximate.

Returns Policy

If for any reason you would like to exchange or return your items, you can do so as long as they are in original condition and in their original packaging.

We will be happy to exchange items or issue a refund. Customers must return items for a refund or exchange within 28 days of receipt. Please note: we do not refund postage and packing costs unless we have made a mistake.

We recommend using recorded or registered post to return items to us.

Items should be returned to The Helping Hand Company, Bromyard Road, Ledbury, Herefordshire, United Kingdom HR8 1NS.

Please include your name, address and detail items. Please state whether you require an exchange or refund.

Note it is the sender's responsibility to ensure the goods arrive safely.

Once your return has been received by us, it may take up to 10 working days to process your refund or exchange claim. You will be emailed once your refund has been processed.

Customer Service

In the event of any query, or claim for goods lost or damaged in transit, please quote the Order Number or your full address no longer than 14 days after your order. Contact us at info@keepwalestidy.cymru.

Complaints

It is our aim to acknowledge complaints within 5 working days, and we will provide a likely timescale for resolving the dispute and keep you advised about progress.

Privacy and Data Protection

We will not share any of the information you give to us with anyone else; it will only be used by Keep Wales Tidy and The Helping Hand Company to fulfil your order.

Neither party will use the information internally for any other purpose.

Changes

We reserve the right, at our sole discretion, to modify or replace these Terms at any time. If a revision is material, we will try to provide notice prior to any new terms taking effect. What constitutes a material change will be determined at our sole discretion.

Contact Us

If you have any questions about these Terms, please contact us at info@keepwalestidy.cymru



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Cadwch Gymru'n Daclus yn gwmni wedi ei gyfyngu trwy warant. Rhif Cwmni: 4011164 Rhif Elusen: 1082058 Rhif TAW: 850 3958 13
Keep Wales Tidy is a Company Limited by Guarantee. Company Registration Number: 4011164 Charity Registration Number: 1082058 VAT Registration Number: 850 3958 13

