

Terms and Conditions of Buying Online

PINK PARTNERSHIPS LIMITED TRADING AS TRULY MEMORABLE DAYS

TERMS AND CONDITIONS OF BUYING ONLINE

General

These are Truly Memorable Days (TMD) Online Store Terms and Conditions of sale to which all online purchases are subject. We reserve the right to change these terms and conditions at any time, without notice. Any changes will take effect when posted on this website. By using this website you agree to be bound by these Terms and Conditions.

TMD reserves the right to cancel any order without liability in the event of becoming aware of the Buyer's current or past failure of payment, or any indication whatsoever of financial difficulties.

These conditions and all other express terms of the contract between TMD and the Buyer shall be governed and construed in accordance with the Laws of England and the parties hereby submit to the non-exclusive jurisdiction of the English Courts.

These Terms and Conditions do not affect your statutory rights.

1. The Contract

Acceptance of your order and the completion of the contract between us (Pink Partnerships Ltd trading as Truly Memorable Days) and you (the customer), will take place when the goods have been paid for by you and despatched by us. Any email, order confirmation or other electronic acknowledgement by us of receipt of an order does not constitute legal acceptance by TMD of your order. In the event that there are any errors regarding price or description, we reserve the right to notify you as soon as possible and give you the options to proceed with this revised order at the correct price/description, or to cancel the order. In these circumstances, upon cancellation, your credit/debit card will be refunded in full.

2. Price Information

The prices shown are only applicable to purchases made via the Truly Memorable Days Online store.

All items are subject to availability and while stocks last.

All prices are shown in £ sterling and include V.A.T. where appropriate.

If an administrative error has resulted in an incorrect price being displayed, we reserve the right to correct that price and notify you accordingly. In these circumstances, it will be deemed that a contract has not been entered into and you will not be bound to continue with your purchase. You will be asked to email us to confirm that you wish to proceed at the correct price, however, should you choose not to do so, and your monies will be refunded to your credit/debit card in full. The repayment of such monies paid to us will be the extent of our liability to you in the event of pricing errors.

3. Ordering Goods.

Our online store can only accept orders originating from and for delivery to UK addresses.

TMD will confirm receipt of your order by sending an email to you, using the address you supplied when ordering with our website. This email is only an acknowledgement and does not constitute legal acceptance by us of your order.

We can only accept orders from holders of credit or debit cards registered at UK addresses.

All orders placed to the TMD Online Store are subject to stock availability. Also please refer to section 2 above regarding incorrect prices. No contract will exist until payment has been received and goods have been dispatched. This will be deemed to be our acceptance of your order and to have been effectively communicated to you. Please note that the only language in which the contract can be concluded is English.

4. Payment

We accept payment by most major credit or debit cards registered at UK addresses.

Please ensure that the expiry date of your credit/debit card is after the anticipated despatch date of your order. Payment will be debited from your account just before the despatch of your goods, and if your payment card has expired, we will be unable to take payment and fulfill your order.

5. 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.

6. Delivery of Goods

We can only deliver to addresses within the United Kingdom. For deliveries to non-mainland UK addresses and certain remote locations there may be an additional delivery charge and slightly longer delivery lead-time.

Goods can be delivered either to your home address, to an alternative address or to your work.

Your order will be delivered either by Royal Mail, Royal Mail Recorded Delivery or by courier. A signature is required for all Royal Mail Recorded Delivery and courier deliveries.

7. Delivery Charges

We make every effort to keep our delivery charges as low as possible. The delivery charge depends on the size and weight of the product ordered. You only pay one delivery charge irrespective of the number of products ordered.

If a product is available to purchase online, post and packaging will be charged in addition to the item prices shown. The delivery charge for each item is listed on the website.

8. 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 10 working days providing the goods are in stock, unless a longer or shorter delivery time is shown on the product information page. We reserve the right to alter or amend delivery times in exceptional circumstances.

Deliveries to non-Mainland UK or remote locations may take longer.

Risk in the goods will pass to you on delivery.

Goods delivered by courier should arrive between 9am and 5pm, Monday to Friday. All courier deliveries must be signed for. If you are out when the courier arrives the courier will leave a card with the contact number for you to call to arrange a suitable time for redelivery or for you to collect the goods from the local depot.

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 will inform you if we become aware of an unexpected delay.

9. Complaints and Queries

If you are not happy with any aspect of our online service, discover a fault with our website, or if you have any queries or comments relating to an order placed online, please either e-mail us at info@trulymemorabledays.com, telephone us on 0845 257 6775, or write to Pink Partnerships Limited, 3 Avenue Road, London. E7 0LA and we will do everything we can to help you.

Your access to the TMD website may occasionally be restricted to allow for the introduction of new products or features, site development, maintenance or repairs. We will attempt to restore the service as soon as we reasonably can.

10. Unwanted Goods

If you decide that you do not want any item that we have delivered, we are happy to offer you an exchange or refund within 28 days of delivery, 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).

Any unwanted goods must be returned by post and you must firstly contact Pink Partnerships either by email info@trulymemorabledays.com, or telephone us on 0845 257 6775. Let us know what item(s) you wish to return, along with your customer order number and your personal details and we will send you an email containing a returns note. When you receive this email, simply print out the returns note and place it in your parcel with the item(s) you wish to return. Please package your item(s) securely, returning in the original outer packaging where possible. All items returned by post (unless faulty) are returned at your cost. You are advised to obtain a certificate of posting (available from all Post Offices at no charge) when returning items by post. If you post your item(s) back to us, we will endeavour to send you a replacement or refund your payment within 14 days.

11. Faulty Goods

If you purchase an online product from us which is found to be faulty, we will supply a replacement product, arrange for a

repair or give you a refund of the purchase price, providing it is returned to us within 28 days of purchase. If it is returned after 28 days, we will, depending on the product concerned, usually arrange for your purchase to be repaired, in accordance with current consumer protection legislation.

Any faulty goods must be returned by post and you must firstly contact Pink Partnerships either by email info@trulymemorabledays.com, or telephone us on 0845 257 6775. Let us know what item(s) you wish to return with details of the fault, along with your customer order number and your personal details and we will send you an email containing a returns note. When you receive this email, simply print out the returns note and place it in your parcel with the item(s) you wish to return. Please package your item(s) securely, returning in the original outer packaging where possible. You are advised to obtain a certificate of posting (available from all Post Offices at no charge) when returning items by post. If you post your item(s) back to us, we will endeavour to send you a replacement or refund your payment (including postage costs) within 14 days.

12. Colours, Specifications, Weights & Sizes

Representations of colour online are as accurate as our photographic and electronic processes will allow. Please note that colour online can also be affected by the calibrations of different output devices.

We reserve the right to alter any product specifications without prior notice.

All weights and sizes are supplied as a guide only and are approximate.