

Terms and Conditions – Selectahead Ltd

Information Security – Selectahead Web Site Sales

Your order will be sent to Selectahead via a secure page on our web site using industry standard SSL encryption, ensuring that personal information on the order form and card details are only viewed by us. We do **not** store credit or debit card details. Any customer information held by Selectahead will be kept secure and will not be distributed or sold to a third party, or used for any other promotional activity. Selectahead respects your personal information and undertakes to comply with applicable UK Data Protection legislation.

You will receive an email confirmation of your order when it has been submitted which will detail the total amount, including any shipping charges, and this will also include a reference number for tracking. You will receive a receipt of purchase with the goods on delivery. In the unlikely event of a mistake in billing or receipt, it will be corrected as soon as possible.

If you would like to check the progress of your order or if you have any queries, email us on selectahead@btinternet.com or telephone + 44 (0) 1202-640369

Information Security – Telephone Sales

We accept payments by credit or debit cards taken over the telephone and card details are only viewed by us. We do **not** store credit or debit card details. Any customer information held by Selectahead will be kept secure and will not be distributed or sold to a third party, or used for any other promotional activity. Selectahead respects your personal information and undertakes to comply with applicable UK Data Protection legislation.

We accept postal sales accompanied by a cheque or purchase order number.

Delivery of Stock and Non Stock Items

For items that are in stock, we will process and despatch all orders within 5 working days, but please allow up to 30 days for overseas deliveries.

If an item is out of stock, we will send you an email or letter, advising the expected delivery date.

All details, descriptions and prices of products appearing on the Selectahead website are correct at the time of input.

Posting and Shipping Information

UK Orders (Pounds Sterling)

All prices include postage and packaging within the product price. Goods will be sent using Royal Mail post. Larger orders may be sent using a courier service and will therefore require a signature on delivery.

European Union Orders (Euro)

Orders will be sent using a courier service that will also require a signature on delivery. An additional charge of 20% of the total order value will be added to cover shipping costs. This is calculated automatically and will be shown with the full cost of your purchase, before you confirm the order.

Refunds, Returns and Complaints

You have the right to cancel your order within 7 working days of delivery. If your purchase is not suitable, please return it to us unused, with the original packaging and the order information within 7 working days for a replacement or refund.

For your protection, we suggest that you use registered post or a guaranteed delivery service for all returns. We should receive the goods back within 7 days of the date that they were delivered to you.

The return address is - Selectahead Ltd, 141 Hillside Road, Corfe Mullen, Wimborne, Dorset. BH21 3SE

Please note that you will be responsible for the return postage costs, unless an item was delivered to you in error. All refunds will be given as soon as possible, using the original method of payment and we will deduct any shipping and packaging costs incurred once the delivery process has commenced.

Complaints will be dealt with quickly, confidentially and fairly. We will acknowledge a complaint within 5 working days and inform you of what action we are taking. In the unlikely event of a complaint or to cancel an order, please inform us via email on selectahead@btinternet.com or telephone + 44 (0)1202-640369.