

Please read these terms and conditions carefully before using the FOUND ONLINE STORE. If you're unsure of anything talk to us! Either by phone during store hours (01225 42201) or by email [shop@foundbath.co.uk](mailto:shop@foundbath.co.uk).

This website is owned and operated by Found, 17 Argyle Street, Bath, BA2 4BQ, Tel: 01225 422001, VAT Reg. No: 987 2351 82

## **BUYING PRODUCTS FROM OUR WEBSITE**

By placing an order with the FOUND ONLINE STORE you acknowledge to have read and agreed to these Terms and Conditions. Please contact [shop@foundbath.co.uk](mailto:shop@foundbath.co.uk) if you are unhappy with these prior to placing your order.

We must receive payment of the whole of the price for the goods that you order before your order can be accepted. We will confirm that your order has been accepted by sending an email to you at the email address you provide once we have received payment.

## **PAYMENT**

We accept payment by Paypal, which is both a safe and easy method to use. Please be aware that you do not need a Paypal account to make a payment with Paypal. If you would prefer to make a payment over the phone using a debit or credit card, please call us during shop hours on 01225 422001.

Should your credit card not be denominated in GBP (Sterling), then the credit card company that processes your transaction will calculate the applicable exchange rate on the day of purchase.

## **DELIVERY**

Each item has its own standard delivery charge, decided according to the value, size and nature of the product. We use a combination of Royal Mail 1<sup>st</sup> Class Post, Recorded Delivery, Special Delivery and where necessary a courier service.

You will find the postage price once you select your destination at the checkout stage. We are happy to ship internationally, however please contact us first so that we can give you a shipping quote.

We aim to send items out within 48 hours. Should you need your purchase for a specific date please contact us at [shop@foundbath.co.uk](mailto:shop@foundbath.co.uk).

## **PRICES AND VAT**

All prices on the FOUND ONLINE STORE are given in British Pounds Sterling (£) and are shown inclusive of UK sales tax (VAT) at the current rate of 20% but exclusive of delivery costs.

Please note FOUND has no control over any customs or import duties that could be levied when the package reaches your destination country and for which you will be liable.

You must pay at the time of the order. The price of any product is the price in force at the date and time of your order. We may change the price of any product before you place an order. We will inform you if a product's correct price is higher than that stated in your order and you may cancel the order. All prices include VAT where applicable. VAT will be charged on all purchases. If you live outside the EU please contact us at [shop@foundbath.co.uk](mailto:shop@foundbath.co.uk) we can arrange tax-free shopping.

## **AVAILABILITY OF GOODS**

All items are subject to availability. We will inform you as soon as possible if the goods you have ordered are not available.

## **RETURNS POLICY**

If you are unhappy with our products in any way, they can be returned or exchanged provided that they are in unused condition and have all tags in place. If you wish to return your item and receive a full refund items need to be returned and reach us within 7 days of being received by you. Please ensure that your return is marked 'FAO RETURNS' on the packaging.

All shoes should be tried on a carpeted surface before wear. Please note that postage costs incurred for a return or an exchange are payable by you. Once this is received the new item will be posted immediately.

In accordance with Distance Selling Regulations if you return the product later than the 7 day period, you will have up to 14 days (an extra 7 days) from the date of you receiving the goods in which to be issued with a credit note. The credit note will be of equal value to that returned and is valid for six months. Credit notes are valid in store or online, please contact [shop@foundbath.co.uk](mailto:shop@foundbath.co.uk) before using your credit note for the FOUND ONLINE STORE.

Please send your returns to: FAO RETURNS, Found, 17 Argyle Street, Bath, BA2 4BQ, along with a cover note.

Please also be aware that FOUND ONLINE STORE will refund the postage attached to your original postage, but you the customer must pay the return postage. Goods must be returned in good order and a saleable state.

## **FAULTY GOODS**

Returns of faulty items will only be accepted if the goods were faulty when delivered to you. We take every measure to make sure that your purchase is without fault before sending out to you. We ask that you contact us as soon as you receive your order if any item is considered faulty, by sending an email to us at [shop@foundbath.co.uk](mailto:shop@foundbath.co.uk).

If you would like a replacement, please include your request when emailing us about the fault. If we are unable to fulfil your request for a replacement we will be happy to refund you or your Paypal account according to your method of payment. We will refund the value of the item at the time of purchase and any shipping costs incurred.

All items returned as faulty will be inspected on receipt and any items deemed to subject to fair wear and tear will not be accepted as faulty. Please be aware that faulty goods must be returned to FOUND within 14 days of being received by you.

Please note that refunds onto Paypal can take up to 30 days and are subject to Paypal refund regulations.

Any returns and exchanges received outside the aforementioned time frames will not be accepted. For all returns, except where the item is faulty, you will be required to arrange and pay for the return of the products to us. Please be aware that international customs duties and sales taxes are not refunded for shipments outside the European Community (EC). We recommend that you insure the your return as you are under a duty to return all items in good condition and also retain your proof of postage.

We will only accept returns provided that the goods in question are returned by you and received by us in the condition they were in when delivered to you. If you do not return the goods delivered to you or do not pay the costs of delivery, we shall be entitled to deduct the direct costs of recovering the goods from the amount to be re-credited to you. If an item has been worn and/or the tags removed we will not accept that return as a non-faulty item.

Customers have a right to cancel any order for a product within seven working days commencing on the day after the date on which you receive it, and receive a full refund even if it is not defective.

## **ACCURACY OF CONTENT**

We take every care to ensure that the description and specification of our products are correct at the time of publication. However, while the colour reproduction of the products is a close representation, we cannot accept any responsibility for any variation in colour caused by the browser software or computer system used by you.

## **OWNERSHIP OF RIGHTS**

The copying or storing in whole or part of the FOUND website is strictly forbidden.

## **JURISDICTION**

The terms and conditions and all contracts entered into as a result of usage of this website are governed by and construed in accordance with English Law. The parties to any such contract agree to submit to the exclusive jurisdiction of the courts of England and Wales.