

## Welcome to Safetyzone International Online Store

These terms and conditions ("**Product Terms and Conditions**") apply to all transactions concluded with you, the customer, via the Safetyzone International Online Store (the "Website") Please read them carefully before placing your order and print a copy for your future reference. By using the Website you accept and agree to be bound by the Product Terms and Conditions and the Web Site Terms and Conditions which together shall constitute the entire agreement between you and Safetyzone International.

If you do not agree to the Product Terms and Conditions or the Web Site Terms and Conditions you should leave the Website.

Safetyzone International reserves the right to alter or amend the Product Terms and Conditions at any time without notification to you. Specifically Safetyzone International can amend, discontinue or remove content displayed on the Website, including product and service information or specification on the Website, without liability

### Copyright

All elements of the Website content and all logos, photography, graphics, software and video clips are protected by UK copyright laws. You are entitled to view the Website and to print pages of the Website for the sole purpose of placing an order with Safetyzone International. However, any copying or downloading from the Website without written permission from Safetyzone International is strictly prohibited and will be deemed an infringement of copyright.

### Trademarks

You are not permitted to use Safetyzone International's **trademarks** or the trademarks of any third party without the prior written consent of Safetyzone International or such third parties that may own the trademarks.

### Under 18 website users

If you are under 18 years of age you must gain parental/guardian approval to submit data, receive updates or purchase goods online. You are still bound by these Product Terms and Conditions and use of the Website will be taken as acceptance of these Product Terms and Conditions.

You acknowledge that the Website and any goods that you obtain from the Website are provided for your personal use only and may not be used for any commercial purposes or distributed commercially without Safetyzone International's permission.

### Orders

Safetyzone International will send you an email to acknowledge receipt of your order ("Advice Note"). Receipt of your credit or debit card details and debit of payments does not constitute our acceptance of your order. Our acceptance of your order takes place upon despatch of the goods to you at which point the purchase contract is made. We reserve the right to decline your order for any reason whatsoever and to refuse bulk orders. If we do so a member of our customer services team will contact you and will refund in full any charges which have been incurred.

## Prices

Goods are invoiced in pounds (£) sterling at the price prevailing at the time you place your order. Prices are expressed exclusive of Value Added Tax ("VAT") which will be charged at the current rate as shown on the on-line order form and are exclusive of delivery charges. Delivery charges will be added to the price of the goods purchased so that the on-line order form shows the total charges which we will debit. The prices indicated apply only to on-line purchases and are not indicative of the price of identical goods purchased at our retail stores or by any other means.

We reserve the right to amend any prices without any prior notice and to end any promotions at any time. We reserve the right to add or withdraw any item at any time. Safetyzone International try to ensure that all prices displayed are correct and within the company's pricing structure. In the event that an incorrect price is advertised, we shall amend such price upon notification. We are under no obligation to supply any product that is priced incorrectly.

## Delivery Services and Returns

Delivery is deemed to take place when the goods are delivered to your nominated delivery address, whereupon the risk of loss, breakage and damage passes to you. Ownership of the goods does not pass to you until payment is received in full by Safetyzone International.

Northern Ireland, some offshore islands and some remote areas of Great Britain may not be covered by our delivery services and we may not be able to arrange delivery of some items to such addresses. You will be notified of this when you place your order.

Whilst we make every effort to deliver goods on the day we specify, we cannot guarantee delivery on that day or accept liability for deliveries made outside this timescale. The standard service is delivery within 48 hours of dispatching the order.

## Bank Holidays

In the event that an order is placed for delivery after 12.00 noon on the Friday of a Bank Holiday weekend, this delivery would then be delivered by 5.00pm on the Wednesday. If a delivery order was placed after 12.00 noon on the Thursday prior to the Easter Bank Holiday, this order would be delivered by 5.00pm on the Wednesday. Safetyzone International offer free STANDARD delivery for all orders valued at £400 or over. All items are subject to stock availability. If for any reason the goods are no longer available we will notify you immediately and either:

- give you the option of receiving alternative goods of similar price and quality; or
- cancel the item from your order and refund you in full.

When we deliver your items you will be asked to sign for the goods to acknowledge that you have received them. All deliveries will require signed proof of delivery. Goods can be left at the delivery address with someone other than the purchaser as long as a signature and printed name is signed by the receiver. If the carrier is unable to deliver the goods they will be held by the carrier and a card left stating that a delivery was attempted. No goods will be left in sheds, garages, gardens or outhouses. A member of the UPS Customer Services staff will contact the customer to make alternative delivery arrangements. Re-delivery will be attempted for a maximum of two occasions. If a parcel is still undelivered it will be returned to the Fulfilment Centre and the customer will be notified of its return. The customer will be responsible for the cost of the return. At Safetyzone International we are committed to providing our customers with the highest quality products. All goods are warranted to be generally free from defects in workmanship and materials and fit for the purposes

for which such goods would normally be used. However, on rare occasions products may be found to be faulty or defective and in keeping with our commitment to providing customers with excellent service, we offer the returns facility set out below. All returns are the responsibility of the customer. Safetyzone International will only cover the cost of faulty or damaged returned goods. If an item is faulty please contact us at [enquiries@safetyzoneinternational.co.uk](mailto:enquiries@safetyzoneinternational.co.uk) and we will arrange an appropriate remedy. This facility is open during normal office hours Monday to Friday only. Instructions for customers wishing to return goods will appear on each Advice Note. Any customer seeking a refund for postage and packing or not wishing to pay for the return of faulty or damaged goods will need to contact [enquiries@safetyzoneinternational.co.uk](mailto:enquiries@safetyzoneinternational.co.uk). Carriage costs will be displayed at the checkout prior to paying for the goods.

### **Credit Card Payments**

We are unable to accept credit [or debit] cards that are due to expire within the next FIVE days. Card details are checked and verified by a third party and goods are despatched once authorisation has been obtained by Safetyzone International.

### **Liability**

To the fullest extent permitted by law we will not be liable to you or any third party for any:

- loss of business, loss of revenue, loss of profits, loss of anticipated savings, wasted expenditure, loss of privacy and/or loss of data; and/or
- any other loss or damage which does not result directly from the actions of Safetyzone International, its sub-contractors or agents;

and which arises out of or is related to your purchase of goods via the Website. In any event our liability to you in connection with any order will not exceed the total price charged for the goods purchased. Nothing in these Product Terms and Conditions excludes our liability for personal injury or death caused by our negligence. These Purchase Terms and Conditions do not affect your statutory rights as a consumer or otherwise.

### **General**

Links within the Website may lead to other web sites. Such links are for information purposes only and Safetyzone International assumes no responsibility for the contents of these web sites. Furthermore, the inclusion of any links to other such web sites does not mean that Safetyzone International sponsors, endorses or otherwise approves any information or material contained in those sites, or in sites linked to those sites, or has any association with the owners thereof. Links to the Website may not be included in any other web site without the prior written permission of Safetyzone International.

### **Colour Reproduction**

The limitations of colour reproduction and the individual colour settings of your screen may mean a slight variation between the on screen and actual product colours. Every reasonable care has been taken to ensure that the descriptions are accurate. However, specifications may change.

## **Privacy Policy**

From time to time, you will be asked to submit personal information about yourself (e.g. name, address, e-mail address, etc.) in order to be able to use some of the services on offer (e.g. purchasing, competitions, information requests). As well as for the purpose of offering the service in question to the user, personal details may be used for other purposes, for example for direct marketing purposes or for statistical analysis to determine the Website usage. To enable us to monitor and improve the Website, we may gather certain information about you when you use it, including details of your operating system, browser version, domain name and IP address, and the details of the web site you came from. This information will be automatically collected and logged as part of the connection of your computer to the Website. If there is a security breach the relevant IP Address will be identified by the Internet Service Provider and the user may be contacted. We may use cookies only to store information such as your User ID and your session identifiers to enable us to identify whether you are registered on to the Website and, if so, to shortcut your access to the Website. We will only read cookies from your cookie file placed there through your web browser's interaction with the Website. Note that you may change your browser settings to refuse cookies. We endeavour to take all reasonable steps to protect your personal data including the use of encryption technology, but cannot guarantee the security of any data you disclose online. You accept the inherent security implications of sending information over the Internet and will not hold us responsible for any breach of security unless we have been negligent. Each time you provide us with personal information we will let you know how we intend to use it and whether we will pass the information on to a third party. We will hold your personal information securely and will only keep it for as long as you use the service that you have requested, unless you have provided us with your consent to use the data for any additional purposes. This privacy policy only covers the Website and not any web sites which are linked to or from this web site.

## **Governing Law**

These Purchase Terms and Conditions and the Web Site Terms and Conditions and any contracts made under them are governed by the laws of England and Wales and disputes arising here from shall be subject to the exclusive jurisdiction of the courts of England and Wales. Materials on the Website are not necessarily appropriate or available for use in other locations, and accessing them from territories where their contents are illegal is prohibited. Visitors accessing the Website from locations outside the United Kingdom do so at their own risk and on their own initiative and are responsible for compliance with local laws.

## **Further Information**

If you have any queries regarding these Product Terms and Conditions or submitting orders via the Website, please contact our customer services team at [enquiries@safetyzoneinternational.co.uk](mailto:enquiries@safetyzoneinternational.co.uk).