

**PARCHMENT EXPRESS LTD
TERMS AND CONDITIONS**

PLEASE READ THESE TERMS AND CONDITIONS OF SALE CAREFULLY BEFORE PLACING YOUR ORDER AND RETAIN A COPY ALONG WITH YOUR ORDER FOR FUTURE REFERENCE

1 FORMATION OF THE CONTRACT

1.1 These terms of sale apply to all goods supplied by Parchment Express Ltd (Parchment Express)

Contact information:

Parchment Express Ltd	Tel: 01455 208 370
35, South Avenue,	Sales: 0845 25 79 147
Ullesthorpe,	Fax: 01455 209 409
Leicestershire, LE17 5DQ	Email: Sales@parchmentexpress.com
ENGLAND	

1.2 No contract exists between you and Parchment Express for the sale of any goods until Parchment Express has received and accepted your order and you receive confirmation in writing or by email to the address or email address you provide. Once Parchment Express does so, there is a binding legal contract between us.

1.3 The contract is subject to your right of cancellation (see below) and Parchment Express reserve the right to refuse orders from any individual or company at its absolute discretion.

1.4 Parchment Express may change these terms of sale without notice to you in relation to future sales.

2. DESCRIPTION AND PRICE OF THE GOODS

2.1 The description and (subject to clause 2.4) the price of the goods you order will be as shown on Parchment Express' latest pricelist or website at the time you place your order. Current prices can be found at: <http://www.parchmentexpress.com>

2.2 All drawings, descriptive matter, specifications, etc. contained in/on Parchment Express' pricelist or website are published/issued for the sole purpose of giving an approximate idea of the goods described in them. They will not form any part of this contract.

2.3 The goods are subject to availability. If on receipt of your order the goods you have ordered are temporarily un-available or out of stock, Parchment Express will automatically back order them for you for a period of 28 days (see below). During this time you may request a refund or re-credit for any sum that has been paid by you or debited from your credit card for goods which have yet to be despatched.

2.4 The price of the goods are inclusive of VAT where applicable.

3. PAYMENT

3.1 Payment for the goods can be made by any method shown on the order form at the time you place your order.

3.2 All Transactions must be in Pounds Sterling.

3.3 Payment for goods is required in advance and will be processed at the time of ordering irrespective of whether the goods are available at that time (see clause 2.3)

4. DELIVERY

4.1 The goods you order will be delivered to the address you give when you place your order.

4.2 If delivery cannot be made to your address, Parchment Express will inform you as soon as possible and refund or re-credit you for any sum that has been paid by you or debited from your credit card for delivery.

4.3 Every reasonable effort will be made to deliver the goods as soon as possible after your order has been accepted. Any dates specified by Parchment Express for delivery of the goods are intended to be an estimate and time of delivery shall not be made of the essence. However, Parchment Express will not be liable for any loss or damage suffered by you through any reasonable or unavoidable delay in delivery.

4.4 Parchment Express will endeavour to deliver all available items without delay and will automatically back order any items to follow. These items will be referred to as "TF" (To Follow) and will be supplied as soon as possible. Please allow up to 28 days for delivery.

4.5 Your delivery will require signature upon receipt. Please ensure someone is available to accept delivery at the address provided.

5. YOUR RIGHT OF CANCELLATION

5.1 You have the right to cancel the contract at any time up to the end of seven working days after you receive the goods (see below). A working day is any day other than weekends and bank or other public holidays.

5.2 To exercise your right of cancellation, you must give written notice to Parchment Express by hand, post or email, at the address or email address shown in clause 1.1, giving details of the goods ordered along with an order reference/invoice number and (where appropriate) their delivery.

5.3 If you exercise your right of cancellation after the goods have been delivered to you, you will be responsible for returning the goods to Parchment Express at your own cost. The goods must be returned to the address shown in 1.1 above. You must take reasonable care to ensure the goods are not damaged in your possession or in transit.

5.4 Once you have notified Parchment Express that you are cancelling the contract, Parchment Express will refund or re-credit you within 30 days for any sum that has been paid by you or debited from your credit card for the goods.

5.5 If you do not return the goods as required, Parchment Express may charge you a sum not exceeding the direct costs of recovering the goods.

5.6 You do not have the right to cancel the contract if the order is for goods which by their nature cannot be returned (see below) or are liable to deteriorate or expire rapidly.

6. WARRANTY

6.1 If the products Parchment Express deliver to you are not as ordered or are damaged, defective (see below) or of incorrect quantity, Parchment Express' liability shall be limited to replacing the damaged or defective products or making good the shortfall in quantity or at Parchment Express' discretion, crediting the price and delivery charges of those products to your credit/debit card. Parchment Express shall not be liable to for failure to deliver products ordered by you unless you notify Parchment Express within 35 days of the date of your order. Parchment Express's liability shall be limited to delivering the products ordered or at Parchment Express' option, crediting the price and delivery charges of the non-delivered products to your credit/debit card.

6.2 Parchment Express, its partners, employees and other agents shall not be liable for any direct, indirect, special or consequential loss or damage including loss of profit or any other form of compensation.

6.3 This does not affect your statutory rights.

7. DATA PROTECTION

7.1 Parchment Express will take all reasonable precautions to keep the details of your order and payment secure, but unless Parchment Express is negligent, Parchment Express will not be liable for any unauthorised access to information supplied by you.

7.2 Parchment Express will only use the information you provide about yourself for the purpose of fulfilling your order, and to notify you of different products and offers that may be of interest to you from time to time. You can correct any information we hold about you, or ask for information about you to be deleted, by giving written or verbal notice to Parchment Express at the address, telephone number or email address shown at 1.1 above.

8. RETURNS

8.1 Faulty items will be exchanged but it is your responsibility to return them to us along with all associated packaging.

8.2 Replacements will only be dispatched upon receipt of the faulty item. Discrepancies with your delivery should be reported to us within two working days of receipt.

8.3 Goods incorrectly ordered may be returned without cancellation of your order (clause 5) at Parchment Express' discretion. All items returned for credit/alternative goods should be complete and in a re-saleable condition.

8.4 Any items purchased which are subject to copyright (CD's, Books, Pattern Packs etc) will only be accepted for return in their original sealed packaging (as applicable)

9. APPLICABLE LAW

You agree that insofar as is allowed by any relevant legislation or jurisdiction English Law shall govern this contract and any disputes under it.

GENERAL ORDER INFORMATION:

Always give a correct e-mail address or telephone number when placing your order so that we can readily notify you of any problems and keep you up to date with your order progress. We encourage all customers to order via the website as our systems will calculate the weight of the items ordered and apply a relative delivery price accordingly. We are happy to supply to overseas customers however, orders requiring a non-UK delivery address will need to be placed via either of our websites. We recommend using <http://www.craftexpress.co.uk> as this site will provide pricing information in your local currency.

UK orders placed via telephone or post will be subject to the following postage terms:

All UK orders will be dispatched by: Royal Mail—First class recorded delivery. Standard delivery charges will apply:

**Total Order Value less than £60.00
Postage & Packaging £3.00**

**Total Order Value above £60.00
Postage & Packaging Free**