

These are the terms and conditions of our agreement and apply to all purchase of products by you from Babyland Fife Ltd via our website, please read them carefully.

Please note that the shop and the website are separate, if you have a query about something on our website, please use the contact form or the chat facility.

### **Acceptance of Order**

After you place your order, you will receive an confirmation by email (check your junk/filtered folders), this is confirmation that we have received your order. Upon processing if we need to contact you about availability or shipping, we will email you, so please ensure the details you've entered are correct. Order acceptance and the completion of the contract between you and Babyland will take place on the delivery of the Products ordered.

if we do not accept your order for any reason, or if the price of the product has changed between the time of order and our acceptance, or if a supplementary delivery charge applies, we will email you to advise of the change.

Gift vouchers and credit notes are only accepted in-store, they are NOT accepted as forms of payment on this website.

If you wish to cancel your order you must inform us as soon as possible citing the reason, if the item has already been dispatched you will still be charged for delivery, and collection; if applicable.

### **Delivery**

Delivery is free on orders over £50.00. Orders up to £50.00 incur a £3.95 delivery charge. Your order will usually be sent on next day delivery subject to the order being placed before 1pm and subject to payment processing. Please allow up to fourteen days for delivery.

If you wish to cancel your order after it has been dispatched, you will be charged for both delivery and collection cost (if collection is applicable).

If you are unavailable when our delivery partner tries to deliver your order, they will usually try to deliver again the next working day or they will drop a card in to offer you a collection from a local collection point, or to call them to rearrange. If you should refuse delivery of goods, or are not available to accept the delivery on both delivery attempts, you will be required to cover any extra costs incurred.—ie there will be a redelivery charge if you still want the item. If the item is refused, you will be liable to pay the postage cost incurred.

Please check all contents immediately on delivery, and report any damage and/or missing items within 14 days of receipt of goods - if you contact us out with this time period, parts will be treated as spare and chargeable.

All quoted delivery prices are for most UK Mainland addresses. Northern Ireland (BT), Isle of Wight (PO30-37), Isle of Man (IM), Scottish Highlands and Orkney Isles (PA, ML, EH, KA, G, KY, PH, DD, AB, IV, KW), Outer Hebrides and the Shetland Isles (HS, ZE), Guernsey & Channel Isles will incur additional charges and may also experience delivery delays. We will contact you by email to inform you of the surcharge, but do recommend you contact us prior to ordering.

We will only deliver goods to the address on the order, to the billing or confirmed address. Please note we cannot change this once the order has been placed.

We try our best to quote accurate delivery times on our web site, but because stock levels can change daily, some inaccuracies may occur. If you have a strict deadline for delivery of an item, please contact us prior to ordering.

It is the customers responsibility to ensure the correct email address and mobile number for all communication is provided.

## **Pricing**

While endeavour to ensure that all prices on our website are accurate, errors may occur. If we discover an error on the price of goods you have ordered the order will be cancelled and fully refunded—we reserve the right to cancel any order that has been priced or described incorrectly.

Payment is not taken by us, but you have options (Worldpay, Paypal) to make payments— we do NOT hold your payment information.

On occasion, the prices payable and promotions offered in respect of goods advertised on the website may differ from those prices and promotions offered at the same time in-store. We are under no obligation to honour any in-store price or promotion in the event that they differ from those on the website. Similarly, our store is under no obligation to honour any website price or promotion in the event that they differ from those in-store.

## **Returns & Refunds**

Any unwanted items must be sent back at the customer's expense, unused and in original packaging and condition.

Please contact us within 14 days if you wish to return your order.

If you are unhappy with the goods received we will refund them if they are sent back at the customer's expense in new saleable condition within 14 working days along with the original receipt. We suggest for your own protection you use 1st class registered post, or similar courier.

Any refunds will be issued once we have received the goods, in their original condition. This refund only includes the total of goods sent, not the delivery charge.

We will not charge a restocking fee for returned items.

Any goods with manufacturing faults on arrival will be replaced or refunded.

This does not affect your statutory rights.

Bespoke and made-to-order items: These items cannot be returned (statutory rights not affected), whether ordered online, instore, via telephone or other electronic means. Some furniture orders can not be cancelled once shipped

## **Warranties**

The products which are sold via this website have been manufactured to comply with statutory legal requirements and relevant safety standards of the UK. We offer a 6 month warranty on our items. Other warranty periods are dependent on the manufacturer.

We will uplift your faulty products, and arrange repair. We will advise you of times. If we are unable to repair, a replacement will be offered. If we are unable to replace, we will refund your order, provided the instructions of governing the use of the products have been followed and there has been no misuse. If you miss the collection there is a charge of £20 per collection missed so please provide a suitable time and location

Any items being returned for a refund must be returned complete, including all accessories. If accidental damage occurs or the guarantee has expired, a repair may be possible at a charge. If at any point, you wish to find out more information or have a query on any products, please do not hesitate to email us.

## **Privacy**

Babyland is committed to protecting your privacy. We will only use information given at the time of ordering or when making an enquiry by whatever means is collected lawfully and in accordance with the Data Protection Act 1998.

We do not pass your personal information on to third parties. We will only pass on your name, address and contact number to a supplier in the event of a direct delivery order, so that delivery can take place.

All transactions that you initiate with Babyland on this web site are confidential. Your name will not be added to any third party mailing lists.

The Data Protection Act

Under the terms of the Data Protection Act 1998, we have a duty to protect any information we collect from you. It will not be disclosed to any other organisation unless you give explicit permission, or there is a legal obligation to do so. We collect information about you only to process your order.

## **Klarna**

In order to be able to offer you Klarna's payment options, we will pass to Klarna certain aspects of your personal information, such as contact and order details, in order for Klarna to assess whether you qualify for their payment options and to tailor the payment options for you.

General information on Klarna you can find here (<https://www.klarna.com/uk/>). Your personal data is handled in accordance with applicable data protection law and in accordance with the information in Klarna's privacy policy. ([http://cdn.klarna.com/1.0/shared/content/legal/terms/Klarna/en\\_gb/privacy](http://cdn.klarna.com/1.0/shared/content/legal/terms/Klarna/en_gb/privacy))

In cooperation with Klarna Bank AB (publ), Sveavägen 46, 111 34 Stockholm, Sweden, we offer you the following payment options. Payment is to be made to Klarna:

Pay in 3

Pay Later

Further information and Klarna's user terms you can find here ([https://cdn.klarna.com/1.0/shared/content/legal/terms/0/en\\_gb/user](https://cdn.klarna.com/1.0/shared/content/legal/terms/0/en_gb/user)). General information on Klarna can be found here. (<https://www.klarna.com/uk/>) Your personal data is handled in accordance with applicable data protection law and in accordance with the information in Klarna's privacy statement. ([https://cdn.klarna.com/1.0/shared/content/legal/terms/0/en\\_gb/privacy](https://cdn.klarna.com/1.0/shared/content/legal/terms/0/en_gb/privacy))

**PAYMENT PLANS CAN BE ARRANGED ON ANY ITEM.** Please contact us directly to discuss options.

- Please note a payment plan is a deposit system of payments. Deposits are non transferable to other products and all items must be paid for in full before collection or delivery. This is usually 28 days before delivery.
- Only due to medical conditions can a payment plan be refunded.
- If you cancel your payment plan, for any other reason than a medical condition as above a 20% administration fee will be charged on the money already paid up to and including the date of cancellation.
- A delivery or collection date will be arranged once a payment plan is set up and items are confirmed with our suppliers for around this date. This is arranged prior to first payment or if paid off early may be brought forward if possible.
- All parts of the payment plans must be completed.
- Payment plans are flexible but must be paid by the arranged payment methods on or before the arranged final payment date and the delivery will go ahead after final payment has been made.

## **Contact Us-**

If you require further information please email us: [services@babylandfife.co.uk](mailto:services@babylandfife.co.uk), find us on facebook with our page [www.facebook.com/babylandfife](http://www.facebook.com/babylandfife) or by writing to us at Babyland Fife's Largest Pram and Nursery Superstore.

Babyland Fife Ltd

346-348 High Street

Kirkcaldy

Fife

KY1 1LD