

ShowQuest.co.uk

Terms and Conditions

When purchasing from ShowQuest online, you are agreeing to be bound by these following terms and conditions, please read them carefully. Nothing in these affects your statutory rights.

Showquest.co.uk will deal with customer orders in accordance with our obligations under the Sale of Goods Act 1979 (as amended) and the Sale and Supply of Goods to Consumers Regulations 2002.

Legal Jurisdiction

All our consumer contracts are governed by English law and shall fall under the exclusive jurisdiction of the courts of England. English is the official language offered for the conclusion of the contract.

The statement of our terms and conditions of trade is in accordance with your statutory rights under the legislation above.

Terms and Conditions of purchase – “Customer” refers to any person who is purchasing items from the supplier. “Supplier” refers to showquest.co.uk

Title

Title in the goods shall not pass until the price of the goods has been paid for in full.

Supplier’s Obligations

The Supplier warrants that the products description will correspond with the description logged by the customer at the time of purchase.

The supplier shall not be liable for any loss or cancellation of order relating to change in the dimensions of the customer after the order was placed.

Customer Obligations

To enable the supplier to perform the contractual terms, the customer must co-operate with the supplier by providing the supplier with their exact requirements.

A contract between the supplier and customer will only take place once your order has been accepted and payment received.

Risk of Loss

All purchases made, are made pursuant of a shipping contract. By purchasing from the supplier, the customer agrees that the title to and risk of loss for such items passes to themselves upon delivery of the items.

Right of Refusal

The Supplier reserves the right to refuse any order placed. If your card issuer rejects payment for your order, you will be notified by us. No processing of the order will take place under payment has been received.

Order Placements, Conditions, Refunds and Alterations

Use of this website implies it is understood that an order, once it has been submitted and subsequently processed, cannot be cancelled upon the commencement of the manufacturing process. Should it under some circumstances, be agreed by the supplier to cancel an order, cancellations charges and fees as there might be, would be deducted from the submitted payment before a refund is issued.

Changes to any order may incur a charge per amendment. This will be advised before the order is altered.

In the event of a product listed at an incorrect price due to typographic error we shall have the right to refuse or cancel any orders listed at the incorrect price whether or not the order has been confirmed.

Cancellation

Bespoke item cancellation will only be accepted within 48 Hours of receipt of that order. All other products cancellations will be accepted as long as the order has not been dispatched or processed.

Returns

As some of our items are custom made we understandably cannot offer an unconditional refund guarantee. However if an item received is not as ordered or incorrect we will offer a full refund or rectify that order. If the product is as ordered but does not fit we will endeavour to do all we can to rectify the problem. A mutually agreeable compromise will be discussed if the problem cannot be resolved.

If customers fail to take reasonable care of the goods the supplier reserves the right not to accept the return. It is the responsibility of the customer to return items to the supplier and obtain suitable insurance for the value of the goods.

Deadlines and Deliveries

It is understood that turnaround and dispatch of the orders placed at the supplier may vary depending on current order volumes, work schedules, availability of materials or characteristics of the order placed. The supplier will try its best to get orders out as soon as possible which may be available next working day. The average turnaround for bespoke products is approximately 1 – 2 week for stocks and 4 - 5 weeks for Jackets to be tailored.

While it is understood that it may take 1-5 working days for a carrier or postal provider to deliver an order after it has left the premises of the supplier. It is also understood that it may take more than 5 days for delivery to take place, such delays may be due to situations, events and circumstances that

are beyond the supplier's control such as recipient not being available to accept delivery, delays in transportation, acts of nature, human error, mechanical or technical errors or faults, customs clearance procedures and/or schedules at the country of delivery. It is then understood that in such cases the supplier will be held free of all liability.

All items will need to be signed for therefore a daytime delivery address is required.

Pricing & Delivery

Every item is described as accurately as possible. If a pricing error occurs for a reason beyond our reasonable control we will advise you accordingly, for example alterations to value added tax or typographic error.

The prices displayed on this site include VAT and delivery within the UK mainland.

Delivery outside the UK mainland will be charged at cost, you will be notified of the cost incurred prior to processing of your order. Most delivery destinations will be displayed on the checkout, any destinations outside the options on the checkout will be quoted. Any customs or import charges due when your package reaches its destination country will be your responsibility.

Data protection and Privacy

We do not pass on your details or information to any third parties. We will not hold your card details on file unless asked to do so by the card holder.

Registered Address

ShowQuest, Equestrian Supplies Ltd, The Old Hay Loft, Broad Lane, Worksop, Nottinghamshire, S80 3NJ

Registration Number: 06496412