

TERMS & CONDITIONS

General
Pricing and Payment
Dispatch and Delivery
Privacy policy
Disclosure of information
Communication
Security Policy The
Returns Policy
Contact us

GENERAL

Welcome to our website. If you continue to browse and use this website, you are agreeing to comply with and be bound by the following terms and conditions of use, which, together with our privacy policy govern Euroraxx relationship with you in relation to this website. If you disagree with any part of these terms and conditions, please do not use our website.

We reserve the right to update these Terms and Conditions from time to time and any changes will be notified to you via a suitable announcement on the Website. It is your responsibility to check for such changes. The changes will apply to the use of the Website after we have given such an announcement. If you do not wish to accept the new Terms and Conditions you should not continue to use the website. If you continue to use the website after the date on which the change comes into effect, your use of the Website indicates your agreement to be bound by the new Terms and Conditions.

We reserve the right to modify or withdraw, temporarily or permanently, this website and the material contained within (or any part) without notice to you and confirm that we shall not be liable to you for any modification to or withdrawal of the website or its contents. The term 'Euroraxx' or 'us' or 'we' refers to the owner of the website. The term 'you' refers to the user or viewer of the website.

The use of this website is subject to the following terms of use:

- i. The content of the pages of this website is for your general information and use only. It is subject to change without notice.
- ii. Neither we, nor any third parties, provide any warranty or guarantee as to the accuracy, timeliness, performance, completeness or suitability of the information and materials found or offered on this website for any particular purpose. You acknowledge that such information and materials may contain inaccuracies or errors and we expressly exclude liability for any such inaccuracies or errors to the fullest extent permitted by law.
- iii. Your use of any information or materials on this website is entirely at your own risk, for which we shall not be liable. It shall be your own responsibility to ensure that any products, services or information available through this website meet your specific requirements.
- iv. This website contains material which is owned by or licensed to us. This material includes, but is not limited to, the design, layout, look, appearance and graphics. Reproduction is prohibited other than in accordance with the copyright notice, which forms part of these Terms and Conditions.
- v. All trademarks reproduced in this website, which are not the property of, or

- licensed to the operator, are acknowledged on the website.
- vi. Unauthorised use of this website may give rise to a claim for damages and/or be a criminal offence.
 - vii. From time to time, this website may also include links to other websites. These links are provided for your convenience to provide further information. They do not signify that we endorse the website(s). We have no responsibility for the content of the linked website(s).
 - viii. Your use of our website and any dispute arising out of such use of our website is subject to the laws of England, Northern Ireland, Scotland and Wales.
 - ix. The information provided on this website has been compiled for your convenience. Euroraxx makes no warranties about the accuracy or completeness of any information contained on this website including the imagery of the products as products may vary slightly.

PRICING AND PAYMENT

Online using our website – www.euroraxx.com

- i. Pricing is on our website www.euroraxx.com Payment is also done through our website and/or using PayPal's Virtual Terminal over the telephone.
- ii. When placing an order online you will receive an email to confirm that we have received your order.
- iii. When placing an order you are buying the product(s) at the price advertised at the time you place the order.
- iv. We reserve the right to cancel a sale or not supply a product or products if there is a good reason to do this such as a product not being available or no longer being made. Each order will be treated individually.
- v. Our prices on this web site are in Pounds Sterling. All prices are inclusive of VAT of 20% and are correct at the time of entering the information onto the system. We reserve the right, however, to change prices at any time without notification.
- vi. The cost of delivery for your product will be provided before you submit your order and will be based on the address you supply.
- vii. If your delivery address is within the United Kingdom no additional taxes will be charged to you. If your delivery address is outside of the United Kingdom you may be subject to import duties and taxes (including VAT), which are levied once a delivery reaches your destination country. You will be responsible for the disclosure and payment of any duties and/or other taxes, which you may be liable for when the product(s) is delivered. We are unfortunately not able to help with any information relating to potential extra costs and advise that you speak with your own local tax or customs office.
- viii. Euroraxx always tries to make sure the correct prices are shown. If there is a mistake you will be given the choice of receiving your original order or receiving a full refund.
- ix. You must pay for your order by credit or debit card before the goods are dispatched.
- x. We need your billing address with every order but any invoices/dispatch notes will be sent with the packaged goods to the address provided.
- xi. We cannot guarantee the availability of products. If a product is not available you will not be charged and any money paid will be refunded.

DISPATCH AND DELIVERY POLICY

- i. We aim to dispatch all UK orders the next working day and deliver them to the UK mainland within 2/3 working days. We aim to dispatch all non UK

orders the next day however this may take 2/3 days. Delivery to a non UK address once dispatched may take longer than 2/3 days.

- ii. Please note: deliveries may take longer at busy postal times such as Christmas and delivery times may also be subject to adverse weather conditions.
- iii. All packaging and delivery costs will be shown automatically before you confirm your order, please click on the delivery page for cost.
- iv. Delivery outside the EU may be subject to local import taxes, it is your responsibility to know where they are applicable. We cannot be held responsible for any charges.
- v. Please specify an address where someone will be available to sign for receipt as this may be required.
- vi. If your delivery has not arrived by the time that we have stated you should contact us by either phone or email. We will try to make sure you receive your order, as soon as possible.
- vii. Although we will try to ensure your goods are delivered on time we cannot be held liable for late deliveries.
- viii. Unfortunately we are unable to supply the Bomber cup to the USA market.
- ix. Postage & packaging details are as follows:
 - **Mainland UK** - including all mainland UK and Jersey & Guernsey.
 - **Off-shore UK** - including N. Ireland, Isle of Man, Scottish islands, Scilly Isles.
 - **UK Highlands & Isle of Wight.**
 - **Zone 1** - including Belgium, France, Monaco, Germany, Luxembourg, Netherlands, Republic of Ireland.
 - **Zone 2** - including Austria, Denmark.
 - **Zone 3** - including Czech Republic, Italy, Slovakia, Spain.
 - **Zone 4** - including Estonia, Finland, Hungary, Poland, Portugal, Slovenia, Sweden.
 - **Zone 5** - including Bulgaria, Latvia, Lithuania, Romania.

PRIVACY POLICY

Customer information we collect

- i. When you order products from **www.euroraxx.com** you may be asked details about yourself including your name, email address, phone number, address and credit or debit card information. This may also include alternative delivery addresses.
- ii. We also hold details on previous orders.

How we will use your information

- i. Your information will be used to charge you and to contact you concerning your orders.
- ii. Some of your information may be passed on to our delivery companies to enable them to deliver orders to you.
- iii. Your contact details may also be used to get in touch to inform you about changes to the website.

The information provided on this website has been compiled for your convenience. Euroraxx makes no warranties about the accuracy or completeness of any information contained on this website including the imagery of the products as products may vary slightly.

DISCLOSURE OF INFORMATION

- i. Euroraxx is committed protecting your privacy and will only to use your information in accordance with the Data Protection Act. Thus, any

information you give us will be held with the utmost care and will not be used unless you have consented.

- ii. Please be aware that if we are requested by the police or any other regulatory authority investigating suspected illegal activities to provide your personal information, we are entitled to do so.
- iii. In the event that we sell or buy any business or assets, we may disclose your personal data to the prospective seller or buyer of such business or assets.

COMMUNICATION

We will contact you via email or post using the information you have provided us.

SECURITY POLICY

Security of your details is of the utmost important to us and we do not store your debit or credit card details. We do not even get to see them as the transactional part of purchasing from our website is handled by www.paypal.com. We don't send out your card details with the order that you have purchased. Also, when you place an order through our secure server all of your card details are protected from interception.

RETURNS POLICY

- i. All damages and breakages must be reported to us within 3 days of receipt. Please email us stating:
 - your name
 - telephone number
 - order number
 - date of purchase
 - item
 - reason for the return
 - whether a replacement or refund is required
- ii. The product must be returned to us within 30 days of receipt and once received we will issue a full refund or replace the items within the next 10 working days.
- iii. Please note that all returned goods must be in their original condition and packaging, unless the item(s) are faulty or defective.
- iv. The inner section is ultra sonically welded to the outer section so we will not accept returns for damaged Bomber cups where the inside section has been forced out.
- v. Please return all items to the shipping address that will be included with your order. Please be aware that you need to email us before returning any unwanted or faulty items. If you do not contact us before you send the item out then we shall not be able to process your return.

Items Lost When Returning

Please note that we do not hold any responsibility for any parcels that are lost when returned to us. We recommend sending the package to ensure by special or recorded delivery.

Refunds And Replacements

Refunds for items returned to us within the 30 days of receipt of your order will be processed within 10 working days.

CONTACT INFORMATION

If you have any queries regarding any of the above policies or availability of goods

please contact us or visit our contact page.

Office opening hours:Monday – Friday 9am-5:30pm - tel: 01794 884741