

## **TERMS & CONDITIONS**

Welcome to Rollo London. 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 Rollo London relationship with you in relation to this website.

Our UK company registration number is 09496662.

## **CONTENTS OF THIS WEBSITE**

The content of the pages of this website is for your general information and use only. It is subject to change without notice.

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.

Your use of this website and any dispute arising out of such use of the website is subject to the laws of England, Northern Ireland, Scotland and Wales.

## **PRIVACY & COOKIE POLICY**

This Privacy Policy does not apply to websites maintained by other companies or organisations to which we link.

If an order is placed with us, we need to hold personal information including your name, email address, phone numbers, home address, shipping and credit or debit card billing address so that we can process and fulfil your order and provide you with a personalised shopping experience.

Card details will never be shared with third parties and may only be disclosed to a credit reference or fraud prevention agency, which may keep a record of that information.

Card and payment details will only be used to process your order, using our secure payment gateway system. Additionally we may occasionally also request further information for identity checks for fraud prevention if necessary. We will ask for your telephone number to be given to our courier for delivery services. These details allow us to process your order and to let you know the status of your order.

Our site uses cookies to keep track of how often you visit our site, the contents of your shopping bag, previous purchases and to deliver content specific to your interests. A cookie is a piece of information that is stored on your computer's hard drive by your web browser which tracks your movements within websites. Most browsers are automatically set to accept cookies but usually you can alter the settings of your browser to prevent automatic acceptance. If you choose not to receive cookies, you may still use most of the features of our website, including the ability to purchase items.

## **PERSONAL INFORMATION**

When shopping with Rollo London, we will save some of your information to help fulfil your order. Rollo London treats all personal information as confidential and nothing is passed on to third parties. You have the right to request access to your data and if there is anything incorrect you can get it changed or removed.

## **PRODUCT**

Product & Pricing

Rollo London has the right to adjust prices, include additional costs and change product information such as product pictures and offers without notice. The product images and information texts available reflect the product as far as possible. We reserve the right for any errors that may appear on the page and cannot guarantee that all pictures accurately reflect the true appearance of the products.

## **LIABILITY FOR DEFECT**

If your product is damaged in transport, whether the damage is visible or hidden it must be reported immediately to the carrier within 7 days. It is therefore important that you carefully examine your package when it arrives. Transport damage must also be reported to Rollo London within 21 days of placing the order. Defective products returned to Rollo London will be treated as if they were in perfect working order when shipped as all our products are inspected when they are packaged. In the case of faults or defects in the product supplied, the purchaser shall not be entitled to reject the product unless such faults or defects are reported within 21 days of placing the order. The product must not have been used and returned in same way it was originally delivered and paid for by the sender.

## **PAYMENT & SECURE SHOPPING**

Payment methods accepted: payment can be made by Visa, Visa Electron, MasterCard, American Express, Maestro debit cards and Sage Pay. There is no extra charge for card payments. When paying by credit/debit card starting conditions apply as soon as the card transaction is approved.

You confirm that the credit/debit card that is being used is yours or that you have been specifically authorised by the owner of the credit/debit card to use it. All credit/debit card holders are subject to validation checks and authorisation by the card issuer. If the issuer of your payment card refuses to authorise payment Rollo London will not be liable for any delay or non delivery.

All our check out pages and pages which require input of your personal details and payment details are SSL secured. SSL (Secure Sockets Layer) is the standard security technology for establishing

an encrypted link between a web server and a browser. This link ensures that all data passed between the web server and browsers remain private and integral.

### **CONFIRMATION**

Once we have received your order we will send a confirmation to your email address. Save this email in order to facilitate any contact with customer service. The order confirmation (receipt) also serves as a guarantee of proof of purchase.

### **CANCELLATIONS**

Rollo London is liable if the goods are damaged or lost in transit but you will need to contact our customer service team within 21 days of ordering. If the goods are lost or damaged when returning the product the customer is liable. Cancellation after the order has been dispatched is not possible; in cases where the order has been dispatched, the customer is required to receive the order. Cancellation is not valid until the customer has confirmed with Rollo London by email and this email has been acknowledged by Rollo London.

### **RETURNS POLICY**

If the Goods have already been dispatched and/or delivered to you, you must under the terms of our Returns Policy:

a) Return the Goods to us as soon as reasonably practical, and in any case, within 14 days from the date of the despatch date to the following address:

*Rollo London Ltd  
Watersplash Farm  
Fulmer  
Slough  
SL36JB*

b) Complete all required areas of the Returns Form provided with the original packaging

c) Securely pack all Goods together with the Returns Form

d) Return Goods to us by registered mail. Pay all shipping charges, delivery costs and custom fees relating to the return of the Goods. We will only refund such charges if the Goods are being returned because they are faulty, defective, mis-described or otherwise in breach of these Terms or any law.

Returns are also subject to the following rules:

e) The Goods must be returned in the same condition as they were sent, unused, undamaged and in the same packaging as delivered. Damaged Goods due to your negligence will not be refunded.

Rollo London trades as part of Beauchamps of London Group Ltd.