



Cornwall Wildlife Trust online shop terms and conditions

The following terms and conditions apply to all orders for the purchase of goods from cornwallwildlifetrust.org.uk.

You may only place an order for goods if you agree to these terms and conditions. By placing an order you are deemed to have accepted these terms and conditions as governing your order. This does not affect your statutory rights as a consumer.

TRADING

All monies made from the sales of goods on Cornwall Wildlife Trust's online shop are paid to Cornwall Wildlife Trust.

Registered charity name: The Cornwall Trust for Nature Conservation Limited

Registered charity number: 214929

PURCHASING

The supply of goods from this site is subject to availability, and it is not always possible for us to inform you at the time you place your order whether the goods you want are still available for purchase. If the item that you have ordered is unavailable, we may from time to time offer a substitute that is of equal or greater value and quality of the original item. If you are not entirely happy, you may return the substitute product.

When you submit your order you are allowing Cornwall Wildlife Trust to use your personal details to fulfill your order. In the event that there is a problem with your order, we will communicate with you via email, telephone or letter.

DELIVERY

Postage and packing are free on the on-line shop to addresses in the UK, British Forces Post Office (BFPO) and Channel Island addresses.

For deliveries to EU and International countries, please contact our Marketing and Fundraising Administrator via info@cornwallwildlifetrust.org.uk or on (01872) 273939 who will be able to advise you, where delivery is possible, about the cost and estimated delivery time. We do not deliver to PO boxes.

Delivery within mainland UK is normally within five to ten working days of receipt of your order, however, please allow ten working days before querying a non-delivery.



Delivery to Northern Ireland and UK offshore islands may take longer. In the event that an item is temporarily out of stock, we will notify you of the delay and dispatch it as soon as it arrives.

SATISFACTION GUARANTEE

Cornwall Wildlife Trust offers a no-quibble return policy. Should you be less than delighted with any item you buy from us for any reason, let us know within 30 days of delivery, and we will be pleased to offer you a replacement or a full refund.

DAMAGED/FAULTY GOODS

The goods that we supply are guaranteed to be durable and reliable. In the event that any product purchased from our website proves to be unsatisfactory in use due to defective workmanship or faulty material, you can return them to us for a replacement or a full refund.

To return a product, please contact our Marketing and Fundraising Administrator on (01872) 273939 or email info@cornwallwildlifetrust.org.uk who will advise you on how to return the goods.

Alternatively write to:

Marketing and Fundraising Administrator
Cornwall Wildlife Trust
Allet
Truro
Cornwall
TR4 9DJ

Your statutory rights are not affected

ORDER CANCELLATION AND AMENDMENTS

So long as you let us know within 30 days of delivery, you may return the whole order, or an individual product, in its original packaging and condition, for a full refund.

Where a refund is claimed, we will process the refund as quickly as possible, but please allow up to 21 days for us to refund your money.

To arrange a return, please telephone our Marketing and Fundraising Administrator on (01872) 273939 ext 204 or write to the above address.



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DISCLAIMERS

Cornwall Wildlife Trust provides this website on an "as is" basis and makes no representations or warranties of any kind, express or implied, with respect to this website or the information, content, materials or products contained within it. This includes, without limitation, warranties of merchantability and fitness for purpose. Cornwall Wildlife Trust does not represent or warrant that the information contained within this website is accurate, complete or current. Prices and availability are subject to change without notice.

COMPANY AND CHARITY DETAILS

Registered charity name: The Cornwall Trust for Nature Conservation Limited

Registered charity number: 214929

Registered company name: Cornwall Trust for Nature Conservation Ltd (The)

Company status: A private company limited by guarantee with no share capital.

Company number: 00732511

The charity and company registered office address is:

Five Acres

Allet

Truro

Cornwall

TR4 9DJ

For any queries or complaints about goods or services, please write to the above address. You can also telephone on (01872) 273939 ext 204.



OFFICE HOURS

8:30am – 4:30pm Monday to Friday (excluding Bank Holidays).

DATA PROTECTION

When submitting your order you are confirming to purchase goods and allowing Cornwall Wildlife Trust to use your personal details for the purpose of supplying goods. As supporters are our most valuable asset we protect their details as required by UK Data Protection Act 1998 and subsequent legislation. We follow strict security procedures in storage and disclosure of information that you have given us, to prevent unauthorised access. Our security procedures mean that we may occasionally request proof of identity before we are able to disclose information to you. Any personal information given to Cornwall Wildlife Trust will be treated in confidence and will not be disclosed to any other organisation. The information will be held on our computer systems to process your online order.

We advise you to print and keep a copy of these terms and conditions for your records.