

These terms and conditions help to keep this website a safe place to trade and set out the full extent of any agreement reached between you and wendygoesgreen in connection with this site. You should understand that by placing an order, you accept the following terms and conditions:

Terms and Conditions for the wendygoesgreen online shop:

Payment:

- Payment for goods purchases from www.wendygoesgreen.co.uk is via Paypal Ltd and affords the additional protection offered by Paypal services.
- All product prices and delivery charges are shown in UK pounds sterling.
- After you have confirmed your order we will send you an email summarising each order you have placed. When your order has been paid for and received by Paypal, and notified to wendygoesgreen, we will package it and it will be dispatched to you.
- Contracts formed between wendygoesgreen and you as a result of using this site shall be governed in all respects by English law and you hereby submit to the non-exclusive jurisdiction of the English courts.
- Completion of the contract between you and us will take place on dispatch to you of the products ordered. This will be deemed to be our acceptance of your offer and to have been effectively communicated to you.
- Please note that some of our processes are manual and errors can arise. If they do occur, we will act immediately to minimise inconvenience and disappointment that may be caused. We reserve the right to cancel any order where obvious errors in pricing or product description have occurred.

Product Descriptions

- Every Care is taken to ensure that product descriptions are accurate. However, you may experience marginal variations in colour from what appears on your PC screen. This may be due to the natural ingredients of wendygoesgreen products which might cause colour to vary

Customer Support

- wendygoesgreen aims to provide quality customer service. If you have any complaint about the service you have received from us please contact us on main office 01453 791083 or email office@wendygoesgreen.co.uk.
- Telephone Lines are open 0900-1615 weekdays. Please use email over the weekends.

Privacy

- We take your privacy very seriously, so that you can shop with confidence.
- When you place orders with our website, we collect certain personal information from you (e.g. your name, email, payment address).
- wendygoesgreen will treat all your personal information as confidential.
- At wendygoesgreen, we are committed to protecting your privacy and developing procedures that provide a safe online experience.

Availability

- We will make every reasonable effort to deliver the products you have ordered within the delivery time frame displayed on the payment page at the time of ordering. If this is not possible your order will be dispatched as soon as goods become available to us. The dispatch and delivery times given are approximate and delays can sometimes occur. You will receive an email as soon as your order is dispatched.
- All delivery times quoted on this website are estimates only, these times are based on working days and are dependent on the delivery service provided by the Royal Mail.
- You will become the owner of the products you have ordered when the products have been dispatched to you.

Accessibility

- Our aim is for wendygoesgreen to be fully accessible to customers with disabilities, providing all our customers the ability to navigate the website easily.

Restrictions

- In placing an order you confirm that you are aware of any age restrictions on these products and assert that you are old enough to purchase them.
- In some instances we may decline to deliver parcels to PO addresses. We will contact you if we consider the PO address to be a problem.
- All orders are made subject to these Terms and Conditions.

Prices and VAT

- There are no VAT charges for items purchased from this website.
- Although we make every effort to ensure the prices on the website are correct, mistakes may sometimes be made. If we discover a mistake in the price of the products you have ordered prior to their dispatch, we will tell you and give you the option of either reconfirming your order at the correct price or cancelling your order. If we are unable to contact you or we receive no reply from you we will cancel your order.

- wendygoesgreen reserve the right to change prices listed without notice. All orders for products are subject to availability and wendygoesgreen reserves the right to refuse to supply to any individual or company.

Returns:

- If you have a problem with the goods and wish to return them then please give us a call first on 01453 791083.
- The item must be returned within 28 days of receipt.
Repackage the products securely and send the products together with the reason for return, the invoice number, your e-mail address or telephone number and instructions as to whether you would like a refund or a replacement. You will find the Returns address on the paperwork that arrives with your order.
Returns by post are made at your risk and your cost. We recommend that you use an insured registered mail service as returns not received by us cannot be credited to you. Refunds will be credited to your payment card. Refunds will not be paid in cash.
- You are entitled to cancel your on-line order and return the goods in saleable condition within 7 working days for a full refund, including the cost of delivery. Do this by contacting us by email or telephone and quoting the order number supplied to you. Your refund will be paid within 30 days.

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Thank you!