

Policy No. SOHS 7

St Osyth Museum Shop

Terms and Conditions

Terms and Conditions apply to the sale and purchase of goods from our online shop and at the Museum. Placing an order with us means you will be agreeing to be bound by these terms and conditions.

General

St Osyth Museum is operated by The St Osyth Historical Society. The contact name and address is Nigel Jeskins, 73 Mill Street, St Osyth, Essex CO16 8EW. Any reference in these Terms and Conditions to 'we' or 'us' refers to St Osyth Museum.

Your order is an offer to purchase goods from St Osyth Museum subject to these terms and conditions and is confirmed by acceptance from us. Your order is only accepted by us and a contract between us formed when we issue an email confirming dispatch of the goods.

Goods are subject to availability. If we are out of stock we will email you offering you a new delivery date or a full refund within two weeks of your reply.

Descriptions on the website of the goods are general descriptions and not binding.

The prices are quoted in pounds sterling and are as appearing in the website at the time of ordering. If there has been a pricing error we will inform you by email and will offer to:

- 1) Refund the difference if we have charged too much.
- 2) Offer a refund and cancel the order.
- 3) Confirm the order at the correct price.

We reserve the right to alter prices without notice to reflect any increases in cost to us.

The goods must be paid for in full at the time of ordering. Goods will not be dispatched until the money has been paid in full. Ownership of the goods transfers to you once delivered or once handed to you at the Museum or handed to you elsewhere by Museum Staff or their agents.

Orders from outside the UK may be subject to import duties or taxes. You will be responsible for the payment of such duties and taxes. We will not be responsible for breaches of local laws by yourself.

Rights

These terms and conditions do not limit our liability under part 1 of the Consumer Protection Act or affect your rights under the Sale of Goods Act 1979. Should any of our Conditions contradict UK Law then that particular condition is not applicable.

Our liability shall not exceed the price of the goods.

If we cannot supply the goods due to circumstances beyond our control then this will not be regarded as a breach of our obligations or the Contract.

We reserve the right not to enter into any Contract or to terminate any Contract by giving notice in writing and refunding monies paid.

You will be subject to the Terms and Conditions in force at the time of your purchase. We reserve the right to alter the Terms and Conditions without notice.

These Conditions and the Contract will be governed by the laws of England and Wales.

Returns and Defective Goods

You may cancel a Contract for any reason within fourteen days from delivery. You must write to us stating the reason for returning the goods and the goods must be unused and in the same good condition you received them. We are not liable for the costs of returning goods. We will process your refund as soon as possible and within 30 days.

If the goods are defective you must return them in the same condition you received them and we will examine the goods. If confirmed as defective we will replace the item or offer a full refund. We will refund postage costs you incurred returning defective items.

Financial Information

We protect your financial information and we never store card details or share any customer information whatsoever.

Questions, Comments or Complaints

If you have any questions, comments or complaints please contact us by email:

stosythmuseum@yahoo.com