

Spotlight Seasons Terms and conditions

About Us

1.1 Spotlight Stationery is a trading name of RMHT Trading Ltd - a company based in Gloucestershire, England and registered in the UK with Companies House (registration no 09883797).

1.2 Our focus is premium and craft based stationery which we sell to customers across the world.

1.3 The web site www.spotlightseasons.co.uk is owned and operated by :

RMHT Trading Ltd,
37 Copt Elm Road, Cheltenham GL53 8AG

1.4 The contact email address is

hello@spotlightseasons.co.uk

Placing an order (the contract)

2.1 By placing an order you are making an offer to buy goods and thereby entering into a contract governed by these terms and conditions.

2.2 This contract is covered by English law.

How to place an order and cost information

3.1 You can use our website to place an order by selecting the product you wish to buy and adding it to your basket. Items you do not require can be removed from your basket prior to placing an order.

3.2 Alternatively you may request a product via our contact form, and we will send an invoice detailing the methods for a bank transfer of funds.

Pricing

4.1 The prices are in Pounds Sterling (GBP) and do not include VAT. The buyer accepts full responsibility for checking the exchange rate used by their bank or credit card company if purchasing with another currency.

4.2 The prices shown include shipping costs.

4.3 There is no recurring subscription as all purchases are related to the product displayed.

4.4 Please note that for countries where our courier requires a customs declaration, we will label the parcel accordingly. The value of items shipped may fall below the threshold for custom duties for certain countries, but we cannot determine this in advance, nor are we responsible for any duties payable. Although unlikely, customers may therefore be charged a small customs duty, which is payable by the customer. This is outside our control, and we will not be liable for any custom costs.

Payments

5.1 You will be required to pay for the goods in full at the time of ordering, unless prior arrangements have been made.

5.2 We use secure payment facilities for online purchases. You can pay for your order by Visa, MasterCard or PayPal; or you can make arrangements to pay by bank transfer.

5.3 Promotional prices only apply during the period stated.

5.4 Once your order has been confirmed, changes may not be possible or may incur additional charges or delays.

5.5 Once your order is complete the order will be shipped in accordance with the website's shipping information.

5.6 In the unlikely event that the goods are no longer available, or that we have made a pricing mistake, we will advise you of this and a full refund will of course be honoured, or alternative arrangements made.

Cancellations and disputes

6.1 We may cancel this agreement by email notice at any time if any amount due to us is unpaid, or unjustifiably charged back, or if we discontinue the product or this service as a whole.

6.2 You may cancel and be refunded payments prior to shipment, but once shipped you must bear the cost of returning the shipment. Accrued rights and liabilities are unaffected. All clauses in this agreement which are stated or intended to continue after cancellation will continue to apply.

6.3 You must contact us immediately with full details if you dispute any payment.

Discount codes

7.1 We may offer discount codes from time to time. All discount codes refer to the price excluding delivery charges. Such codes may only be applied to purchases made through the account in respect of which the discount code was offered and registered and are not transferable or redeemable for cash. Unless otherwise stated: codes (1) are only available for future new orders placed online, (2) cannot be used retrospectively and (3) can only be redeemed once per customer. Also you cannot use more than one discount code per transaction unless we state otherwise. We reserve the right to reject any discount code if we consider that it is being used in breach of these terms.

7.2 Discount codes are subject to any additional specific terms and conditions which are specified at the point of issue. We reserve the right to discontinue or otherwise modify any discount codes at any time without prior notice.

Delivery

8.1 Goods will be dispatched on the date quoted on the website, although there may be delays due to public holidays or circumstances beyond our control such as postal strikes.

8.2 We will use a UK based postal courier service to deliver goods.

8.3 Currently all deliveries will use the UK postal service Royal Mail within the UK, and the Royal Mail's partner postal services in other countries for non-UK deliveries. All deliveries will use a signed for service, and for overseas we will use a tracking service to monitor delivery.

8.4 We can deliver anywhere in the world subject to any courier restrictions, but we reserve the right to avoid countries where the postal services are deemed by us to be unreliable.

8.5 We will post the goods to the address you specify on your order.

8.6 The packaging of our products will include a cardboard box encased in a protective layer and sealed in a large envelope or parcel.

8.7 The approximate size of the package will be 350 x 280 x 70mm and consequently is unlikely fit through a standard letter box.

8.8 Disposal of packing materials is your responsibility.

8.9 Please note that for non UK and EU deliveries, national customs may open and inspect the contents of the box. Damage may result as part of this inspection that we are not responsible for. Please contact us to discuss further if this occurs.

8.10 If you change the delivery address once the goods have been dispatched to you, we reserve the right to pass on any extra charges made by our carriers for redirecting your delivery, if the carriers are able to make the change. This will delay your delivery.

8.11 Please check the goods on delivery - if the goods are damaged in anyway, please digitally photograph them and email the images to us, and we can discuss alternative arrangements.

8.12 If the goods are lost or damaged please report this to us and we will check delivery and proof of posting.

8.13 Deliveries are made by the customers' postal service for their country; we cannot be held responsible for non delivery due to postal issues within that country; e.g. postal strikes.

8.14 Sometimes, for reasons beyond our control, we may be prevented from delivering your goods as planned. These might include things such as accidents, breakdowns, fire, flood, storm, severe weather, acts of god, war, riot, civil commotion, malicious damage or the default of our suppliers. We are not responsible where this causes a delay or failure in delivering your goods, but will endeavour to deliver them at the earliest opportunity..

Cancellation and returns

9.1 You may cancel your order prior to the shipping date. To do please contact us via email.

9.2 You do not have to give any reason for cancellation. However, a brief explanation will help us to improve the service we offer to customers in the future.

9.3 If you cancel after the goods have been dispatched, and wish to return them, then you must return the goods within 10 days of cancellation, complete with the original packaging to us at your own expense. You must ensure that the goods are packaged adequately to protect against damage.

9.4 If you fail to return the goods, or fail to take reasonable care of the goods before they are returned to us, and this results in damage or deterioration, we will charge you for the reduction in value.

9.5 We will refund all monies paid to us less any costs due under this contract.

9.6 This cancellation policy does not affect your legal rights - for example, if goods are faulty or misdescribed.

Faulty Goods / Guarantee

10.1 If there is a problem with the goods, please notify us by email providing details of the problem. In addition, you must provide us with a digital photograph of the problem as this saves you having to return the goods for inspection. We will deal with the matter in accordance with your legal rights.

10.2 Most of goods will be covered by a manufacturer's warranty against faulty workmanship and materials, subject to the terms and conditions of that warranty.

10.3 The manufacturer's warranty is provided in addition to the rights that the law says you have as a consumer and accordingly, your statutory rights are not affected.

10.4 If an exchange is necessary, this will be arranged without unreasonable delay and without charge. Replacement goods will not be dispatched until either an indicative digital image is supplied by the customer, or the original goods have been received at our office and checked.

10.5 The cost of returning goods to us is your responsibility, however on inspection we will refund your reasonable postage costs, providing that the goods are found to be faulty. If the goods are not faulty, we will return them to you, however you will be required to cover our reasonable postage costs.

10.6 Where we replace faulty goods you are responsible for their disposal if they have not previously been returned to us.

Liability

11.1 The products sold on this website have been designed to comply with all relevant UK legislation. We cannot warrant or represent that they comply with any legal requirement outside the UK.

11.2 Nothing in this agreement in any way limits or excludes our liability for negligence causing death or personal injury or for fraud or fraudulent misrepresentation or for anything which may not legally be excluded or limited. In this section, any reference to us includes our employees and agents.

11.3 You must give us a reasonable opportunity to remedy any matter for which we are liable before you incur any costs remedying the matter yourself.

11.4 We are not responsible for any loss or damage caused by us or our employees or agents in circumstances where: a) there is no breach of a legal duty of care owed to you by us or by any of our employees or agents; b) such loss or damage was not foreseeable (meaning it was not an obvious consequence of our breach or not contemplated by you and us at the time we entered into this contract); c) such loss or damage is caused by you, for example by not complying with this agreement. You will be responsible to us for any reasonably foreseeable loss or damage we suffer arising from your breach of this agreement (subject of course to our obligation to mitigate any losses).

Website representation

12.1 Images of products on this website are for illustrative purposes only. Each stationery collection is intentionally a surprise package,

and so no description is available for the forthcoming collection. For past boxes the goods may vary slightly from the image shown on the website.

12.2 We have made every effort to display as accurately as possible the colours of our products that appear on this website. However, we cannot guarantee that your monitor's display of any colour will accurately reflect the colour of the actual goods.

12.3 Whilst we try to be as accurate as possible, all information provided is approximate and is provided in good faith.

Website Content

13.1 Users have a personal, non-transferable, non-exclusive right to access and use the content of this Website subject to these Terms and Conditions. The term content means all information, text, images, data, links, software, or other material accessible through the Website or Services, whether created by us or provided by another person for display on the Website or through the Services. The content may contain typographical errors, other inadvertent errors or inaccuracies. We reserve the right to make changes to document names and content, descriptions or specifications of products or services, or other information without obligation to issue any notice of such changes. You may view, copy, download, and print content that is available on this website or through the services, subject to the following conditions: The content may be used solely for internal informational purposes. No part of this website or its content may be reproduced or transmitted in any form, by any means, electronic or mechanical, including photocopying and recording for any other purpose. The content may not be modified. Copyright, trademark, and other proprietary notices may not be removed. Nothing contained on this Website should be construed as granting, by implication, estoppel, or otherwise, any license or right to use this website or any content displayed on this Website, through the use of framing or otherwise, except: (a) as expressly permitted by these terms of use; or (b) with our prior written permission or the permission of such third party that may own the trademark or copyright of material displayed on this website.

13.2 You are responsible for ensuring that your computer system meets all relevant technical specifications necessary to use this site. You also understand that we cannot and do not guarantee or warrant that any material available for downloading from the website will be free from infection, viruses and/or other code that has contaminating or destructive properties. You are responsible for implementing sufficient procedures and virus checks (including anti-virus and other security checks) to satisfy your particular requirements for the accuracy of data input and output. If you decide to access any of the third party websites linked on the sites, you do so entirely at your own risk.

13.3 You acknowledge that you are solely responsible for all electronic communications sent from your computer to us. You must use the site for lawful purposes only.

Security

14.1 When you register to participate in Spotlight Seasons services on this website, you may be required to establish a login identifier and a password. You are responsible for protecting your login and password from unauthorised use, and you are responsible for all activity that occurs on your account (including without limitation financial obligations). You agree to notify us immediately if you believe that your login or password has been or may be used without your permission so that appropriate action can be taken. We are not responsible for losses or damage caused by your failure to safeguard your login and password.

Privacy

15.1 You acknowledge and agree that we may process your personal data in accordance with the terms of our privacy statement, which is subject to change from time to time.

Law and Jurisdiction

16.1 This Legal Notice shall be governed by and construed in accordance with English law. Any dispute(s) arising in connection with this Legal Notice are subject to the exclusive jurisdiction of England and Wales.