



Coal-Drop

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## **Terms and Conditions**

### **Conditions of Sale**

Coal-Drop aims to provide all our customers with a simple, straightforward and stress-free shopping experience on our website. These are our conditions of sale which apply to all sales through the Coal-Drop website. By making a purchase on our website you accept, and are legally bound to, all our terms and conditions. Please make sure you read them before purchasing from us.

1. The prices shown include VAT and are in British Pounds Sterling (GBP). All payments are to be made in advance of delivery/service by one of the offered payment methods.
2. Once a purchase has been made through the Coal-Drop website a legally binding contract is created between the customer and Coal-Drop. This contract will be governed by the Sale of Goods Act 1979.
3. Only one promotional voucher/coupon may be used per order and must be used prior to its expiry date.
4. Promotions codes can't be applied after the purchase has been made.
5. Coal-Drop reserves the right to add, edit or revoke promotions at any time.
6. Once a purchase has been made and an order placed, Coal-Drop aims to dispatch your order within 48 hours. Orders may be cancelled in line with our Cancellation, Returns and Refunds terms and conditions. However, if the order has been dispatched and the customer wishes to cancel their order within their 14 day cancellation period, they must return the products at their own expense before a full refund of the purchase price can be processed.
7. Any personal information customers provide to us will only be used by us, our payment provider Stripe Inc and any third-party haulier involved in the delivery process. Customer's information will not be shared or sold to anyone other than those forementioned unless we are obligated to do so by law, for reasons such as fraud prevention.
8. Payments for products on the Coal-Drop website must be made through the website using one of the offered payment methods.
9. If a product appears "for sale" on the website then it is "in stock" and ready for dispatch. If for any reason Coal-Drop can't dispatch the product because of it being "out of stock" once the purchase has been made then Coal-Drop will telephone the customer to inform them there will be a delay in delivering their order or to offer them a full refund. The customer will choose which option they would prefer.
10. Once a purchase has been made on the website and the contract between the customer and Coal-Drop has been established the customer may request a refund or a return in line with our Returns and Refunds policy.
11. The price that a customer pays for a product when entering the sale contract will not change. If the price of the product has risen but this has not been reflected in the advertised price on the website then the customer will pay the lower advertised price.

End of terms