

Trading terms and conditions of Cool Coozies

These terms and conditions regulate the business relationship between you and us. When you buy from us, you agree to be bound by them.

No person under the age of 18 years may purchase Goods. If you are under 18, please ask an adult for help with your purchase.

We are: Cool Coozies Limited
Our address is: Hawthorn Cottage
The Street
Chillesford
Woodbridge
Suffolk
IP12 3PU

You are: a visitor to Our Website / our customer

The terms and conditions

1 Definitions

In this agreement:

- “Carrier” means any person or business contracted by us to carry Goods from us to you, whether all or part of the distance.
- “Our Website” means the entire computing hardware and software installation that is or supports Our Website.
- “Goods” means any of the Goods we offer for sale.
- “Content” means any material in any form published on Our Website by us or any third party with our consent.

2 Our contract with you

2.1 These terms and conditions apply:

- 2.1.1 So far as the context allows, to you as a visitor to Our Website; and
2.1.2 in any event to you as a buyer or prospective buyer of our Goods.

2.2 You may place an order by giving us the cheque of requisite amount or printing off the order form from Our Website and sending it with a cheque of requisite amount to us. We shall accept your order by confirmation through email, telephone or orally, as the case may be on the receipt of your cheque. That is when our contract is made. Our message will also confirm details of your purchase and tell you when we shall dispatch your order.

2.3 We may change these terms from time to time. The terms that apply to you are those posted here on Our Website on the day you order Goods.

2.4 Unfortunately, we cannot guarantee that Goods advertised on our website are available.

2.5 If we do not have all of the Goods you order in stock, we will offer you alternatives. If this happens you may:

- 2.6.1 Accept the alternatives we offer;
2.6.2 Cancel all or part of your order;

- 2.6 If we owe you money on account of your cancellation, we will credit your credit or debit card as soon as reasonably practicable but in any event no later than 30 days from the date of cancellation of your order.

3 Your account with us

- 3.1 You agree that you have provided, and will continue to provide accurate, up to date, and complete information about yourself. We need this information to provide you with the Goods.
- 3.2 If you use the website, you are responsible for maintaining the confidentiality of your account and password and for preventing any unauthorised person from using your computer.
- 3.3 You agree to accept responsibility for all activities that occur under your account or password. You should tell us immediately if you believe some person has accessed your account without your authority and also log in to your account and change your password.

4 Price and Payment

- 4.1 We endeavour to keep our website and catalogue prices updated and accurate but it is possible that the price may have increased from that published. If that happens, we will not send your order until you have confirmed that you wish to order at the new price.
- 4.2 We accept the payment through cheque or via bank transfer only. The payment terms are as under:
In case of Cheque:
- 4.2.1 On orders of stock items we will require full payment when placing the order. Goods will be despatched when funds are credited in our bank account.
- 4.2.2 On custom orders we will require a 50% deposit when placing order and the balance to be paid before the Goods are despatched.
- 4.2.3 Goods will be despatched only when funds are cleared.
- In case of BACS:
- 4.2.4 On orders of stock items we will require full payment when placing the order. Goods will be despatched immediately.
- 4.2.5 On custom orders we will require a 50% deposit when placing order and the balance to be paid before Goods are despatched. The Goods will be despatched immediately on receipt of full payment.
- 4.3 You can send an email or make a phone call to us for the information as to our bank account etc. for the payment of requisite amount.
- 4.4 Banking charges by the receiving bank on payments to us will be borne by us. All other charges relating to payment in a currency other than pounds Sterling will be borne by you.
- 4.5 Prices may include UK value added tax as may be applicable from time to time. If you show by your delivery address that you reside outside the United Kingdom, we will refund to you the amount charged as VAT.
- 4.6 The credit facility is also available as per our sole discretion. To apply for credit you have to fill properly the credit application form, which is available at Our Website. You may either email it to sales@coolcoozies.co.uk or fax to 01394 450333. We will contact you within 5 to 10 business days with our credit decision.
- 4.7 As a usual requirement to apply for credit terms with us, we require that you pre-pay your first three orders to establish a payment history with us. Once you have pre-paid for three orders, you will be eligible and considered for credit term. However it does not give you any

right to claim the credit facility.

5 **Delivery**

- 5.1 Deliveries will be made by post or a carrier instructed by us to the address stipulated in your order. You must ensure that someone is present to accept delivery.
- 5.2 If we are unable to deliver your order after two calls by Royal Mail or our carrier, we will notify you to try to arrange an alternative date for delivery, convenient to you. If we have failed to contact you after 10 days from the first time we attempted delivery, we will cancel your order and return money paid for the goods. We will retain any charge we made for delivery.
- 5.3 We may deliver the Goods in instalments if they are not all available at the same time for delivery.
- 5.4 Goods are sent at our risk until signed for by you or by any other person at the address you have given to us.
- 5.5 Goods are sent by post. We will send you a message by email/fax or post to tell you when we have despatched your order.
- 5.6 We may supply the samples for the Goods on your request either from stock or printed as per your specifications subject to any charges that may be incurred.

6 **Cancellation of order**

- 6.1 If you are a citizen of the European Union, and you bought the Goods as a Consumer, you may cancel your order at any time before we despatch your order or before the expiry of 7 working days from the date you receive your order, not including the day you received it.
- 6.2 As required by the Distance Selling Regulations, details of our after-sales service and guarantees, if any, are given on our website / in our catalogue.
- 6.3 If you cancel before we have sent the Goods, we will refund to you the price of the Goods and the cost of delivery, if any.
- 6.4 Irrespective of anything contained in these terms, the option to cancel your order is not available if the Goods are made or altered to your specification. If your order is in the pre-production phase, charges may apply for changing or cancelling your order. If your order is already in production, we cannot guarantee that we can stop or change it. We will however make every attempt to cease production in a manner, which would save as much expense as possible. If production has already begun, you will be charged the original amount quoted for your order. No refund will be made if you do not qualify as a consumer under the consumer protection laws.
- 6.5 If you cancel your order after we have despatched the Goods, you must return them to us within 7 days in the same condition in which you received them. We cannot refund your money if the Goods have been used, worn or damaged.
- 6.6 You are responsible for the cost of returning them.
- 6.7 To assist us in identifying your Goods on receipt by us, we ask you to telephone at 05602052729 for a returns reference to be placed below our address / returns label.
- 6.8 If you fail to return the goods, within 14 days, we are entitled to arrange for their collection. If we do we shall look to you to repay us the cost of collection.
- 6.9 We will refund your money within 30 days.

6.10 This paragraph does not affect your rights in the event that the Goods are faulty.

7 Foreign taxes, duties and import restrictions

7.1 If you are not in the UK, we have no knowledge of, and no responsibility for, the laws in your country.

7.2 You are responsible for purchasing Goods, which you are lawfully able to import, and for the payment of import duties and taxes of any kind levied in your country.

8 Goods returned

8.1 Our most important task is to ensure your absolute satisfaction. We will always strive to reach that target. However, we acknowledge that mistakes are made occasionally. This paragraph covers that possibility. If you are not wholly satisfied with the Product, please tell us at the earliest opportunity:

8.1.1 Exactly what is the fault;

8.1.2 The date, if relevant, when the fault became apparent;

8.1.3 When and how you discovered the fault;

8.1.4 How the fault affected your use of the Goods;

8.2 To do this, it is essential that you follow the instructions below. These provisions apply in the event that you return Goods to us because you say they are faulty:

8.3 You must tell us by email message to sales@coolcoozies.co.uk or by letter or fax that you would like to return goods, specifying exactly what goods and when purchased, and giving full details of the defect or other reason for return. We will then issue a returns note. If you send goods to us without a returns note, we may not be able to identify sufficient details to enable us to attend to your complaint.

8.4 The Goods must be returned to us as soon as any defect is discovered.

8.5 The procedure for return of Goods is set out on our website. If you do not follow this procedure, we may be unable to identify you as the sender of the goods.

9 Disclaimers

9.1 Our Content suppliers or we may make improvements or changes to Our Website, the Content, or to any of the Goods, at any time and without advance notice.

9.2 You are advised that Content may include technical inaccuracies or typographical errors. This is inevitable in any large website. We would be grateful if you bring to our immediate attention, any that you find.

9.3 We give no warranty and make no representation, express or implied, as to:

9.3.1 The adequacy or appropriateness of the Goods for your purpose;

9.3.2 The truth of any Content on Our Website published by someone other than us;

9.3.3 Any implied warranty or condition as to merchantability or fitness of the Goods for a purpose other than that for which the Goods are commonly used;

9.3.4 Compatibility of Our Website with your equipment, software or telecommunications connection.

9.4 We are not liable in any circumstances for special, indirect or consequential loss or any

damages whatsoever resulting from loss of use, loss of data or loss of revenues or profits, whether in an action of contract, negligence or otherwise, arising out of or in connection with your use of Our Website or the purchase of Goods.

9.5 In any event, including the event that any term or condition or obligation on our part (“Implied Term”) is implied into these conditions by law, then our liability is limited to the maximum extent permitted by law, to the value of the goods or services you have purchased.

9.6 The above two sub paragraphs do not apply to a claim for personal injury.

10 **Content and Intellectual Property Rights**

10.1 We will defend the intellectual property rights in connection with our Goods and Our Website, including copyright in the Content whether provided by us or by any other content provider (including copyright in: text, graphics, logos, icons, images, audio clips, digital downloads, data, and software).

10.2 We also claim copyright in the designs and compilation of all Content of Our Website. Title, ownership rights, and shall remain the sole property of us and / or the other content provider. We will strongly protect those rights in all countries.

10.3 Except as set out below, you may not copy, modify, publish, transmit, transfer or sell, reproduce, create derivative works from, distribute, perform, display, or in any way exploit any of the Content, in whole or in part.

10.4 You may not use our name or logos or trade marks or any other Content on any website of yours or that of any other person.

10.5 Subject to the other terms of this agreement, you may download or copy Content only for your own personal use, provided that you maintain all copyright and other notices contained in it. You may not store electronically any significant portion of any Content.

11 **Your email address**

11.1 You represent that any username or email address selected by you, when used alone or combined with a second or third level domain name, does not interfere with the rights of any third party and has not been selected for any unlawful purpose.

11.2 You acknowledge and agree that if we believe such selection does interfere with the rights of any third party or is being selected for any unlawful purpose, we may immediately suspend the use of such name or email address, and you will indemnify us for any claim or demand that arises out of your selection.

11.3 You acknowledge and agree that we shall not be liable to you in the event that we are ordered or required by a court or judicial authority, to desist from using or permitting the use of a particular domain name as part of a name or email address.

12 **System Security**

12.1 We will do our best to maintain Our Website so that you have constant use, but there will be times when your use may be interrupted.

12.2 You agree that you will not, and will not allow any other person to violate or attempt to violate any aspect of the security of Our Website.

12.3 You may not use any software tool for the purpose of extracting data from our website.

- 12.4 You understand that any such violation is unlawful in many jurisdictions and that any contravention of law may result in criminal prosecution.

13 **Indemnity**

You agree to indemnify us against any claim or demand, including reasonable lawyers' fees, made by any third party due to or arising in any way out of your use of Our Web Site, your posting any Material, or the infringement by you, or by any other person using your computer, of any intellectual property or other right of any person.

14 **Miscellaneous provisions**

- 14.1 When we communicate with you we may do so by telephone or post or email. You agree that email communications are contractually binding in the same way as properly signed and dated paper sent by post.
- 14.2 Where we provide goods or services without specific charge to you, then it (or they) is deemed to be provided free of charge, and not to be associated with any other goods or service for which a charge is made. Accordingly, there is no contractual nor other obligation upon us in respect of those goods or service.
- 14.3 Nothing in this agreement or on Our Website shall confer on any third party any benefit under the provisions of the Contracts (Rights of Third Parties) Act 1999.
- 14.4 If any of these terms is at any time held by any jurisdiction to be void, invalid or unenforceable, then it shall be treated as changed or reduced, only to the extent minimally necessary to bring it within the laws of that jurisdiction and to prevent it from being void and it shall be binding in that changed or reduced form. Subject to that, each provision shall be interpreted as severable and shall not in any way affect any other of these terms.
- 14.5 No waiver by us, in exercising any right, power or provision in this agreement shall operate as a waiver of any other right or of that same right at a future time; nor shall any delay in exercise of any power or right be interpreted as a waiver.
- 14.6 In the event of a dispute arising out of or in connection with these terms or any contract between you and us, then you agree to attempt to settle the dispute by engaging in good faith with us in a process of mediation before commencing arbitration or litigation.
- 14.7 We are not liable for any breach of our obligations resulting from causes beyond our reasonable control including strikes of our own employees.
- 14.8 This Agreement shall be governed by and construed in accordance with the law of England. The United Nations Convention on Contracts for the International Sale of Goods, the application of which is hereby expressly excluded, shall not govern this agreement.

I have read and understood Cool Coozies's terms and conditions, and I agree that they form part of the contract between us. If I am under the age of 18 years, I confirm that I have brought the terms and conditions to the notice of my parent or guardian, and that person have agreed that I may buy your Goods.