

## **Amber Salamander**

### **Terms and Conditions of Sale**

Amber Salamander's philosophy is simple: we are totally dedicated to your complete satisfaction. If you have any suggestions or comments please email us at [sale@ambersalamander.co.uk](mailto:sale@ambersalamander.co.uk) or by telephone +44 (0) 118 9471248.

#### **Making a Purchase**

Making a purchase could not be easier Simply send us an email or call us to place your order.

PLEASE NOTE: All items are subject to availability. Amber Salamander shall NOT be obliged to supply goods at the stated price in the case of errors or omissions. Similarly mistakes caused by any calculation errors within the system shall not oblige us to supply at the price shown on your printed receipt. No contract shall exist until the order is accepted by us as evidenced by, and to the extent of, amount debited to your credit card.

#### **Shipping and Handling**

We have a standard rates for each order delivered (below 10kg) to mainland England, Wales and to mainland Scotland.

#### **Orders Which Weigh Over 10 Kilos**

If the total weight of your order is heavier than 10kg, then we will contact you and let you know what the additional postage will be.

#### **Deliveries outside England, Wales and Scottish Lowlands**

For all other UK (see affected areas) and foreign deliveries, the charge will be calculated and you will be e-mailed with the cost. We guarantee that you will not be charged any more than our cost - we have no charge for packing. Unless we hear from you within 24 hours we will despatch the order and deduct the revised and advised carriage charge from your credit card.

For deliveries to the following postcode areas the standard rate of shipping may not be applicable. We will advise you via e-mail on the cheapest available price. BT, FK, G83, GY, HS, IM, IV, JE, KA, KW, PA, PH, ZE

#### **Delivery Schedule**

We regret we cannot accept responsibility for delays that do occasionally occur when using carriers. All parcels will require a signature on receipt. AN ADDRESS MUST BE SUPPLIED WHERE THE PARCEL CAN BE SIGNED FOR.

If you ask for the parcel to be left without signature, for example 'in the porch' - we regret we cannot refund deliveries which our carriers say have been delivered but which have gone astray.

If you fail to pick up the order or you refuse the order you will be charged the full cost of the original carriage and the couriers cost of returning the package to us.

#### **Mail enquiries:**

46 St Annes Road

Caversham  
Reading  
RG4 7PB  
United Kingdom  
E-mail: [sale@ambersalamander.co.uk](mailto:sale@ambersalamander.co.uk)

### **Privacy Policy**

Amber Salamander will not disclose buyer's information to third parties. Cookies are used on this website site, but only to keep enhance your web experience. Data collected by this site is used to:

- a. Take and fulfil customer orders
- b. Administer and enhance the site and service
- c. Only disclose information to third-parties for goods delivery purposes

### **Returns Policy**

NON-ARRIVAL of goods. In the event that your order does not arrive within 14 days of your placing the order you must let us know. Please allow 8 working days for delivery form the time of dispatch.

### **Shortages and Breakages**

We must be notified within 7 working days of receipt of your order of any shortages or breakages.

### **Unwanted Goods**

In accordance with your statutory rights we will accept back any goods if you are not satisfied as long as we are notified by post within 7 working days of the delivery of the order and they are received back at our warehouse in perfect condition. You are responsible for your own shipping costs when returning items to us. For your own protection we advise you to use recorded post when you return goods. When we receive the goods back in perfect condition we will refund you for the cost of the goods and our normal carriage costs. If the goods returned are not in perfect condition Amber Salamander reserves the right to charge a re-stocking fee. The liability of the return of the goods rests with the customer. **We cannot accept back personalised goods.**

### **Handling Charges**

Where a special delivery charge has been agreed, for example for overseas delivery, overnight delivery, parcels over 10 kilos and deliveries to British Islands and Scottish Highlands we reserve the right to impose a handling charge on unwanted goods, never to exceed the original cost of shipping the goods to you.

Amber Salamander accepts no responsibility for any consequential loss caused to the buyer or any other person arising directly or indirectly out of any failure to meet any estimated delivery date.