

## GENERAL TERMS AND CONDITIONS

The purchase of products from the website is governed by these terms and conditions.

By accessing the site, you agree to be bound by these terms and conditions.

While anyone in the world may visit the site, we can only accept orders through the website for delivery to destinations specified. For deliveries to different places around the world please contact us. We can accept no responsibility for any information, practices or products of other parties linked to this website.

The products supplied from this website are supplied by Overt Locke, a company registered in England and Wales (registration no. 3495756). Registered office address is West Street, Somerton, Somerset TA11 7PS.

All products, where relevant, are inclusive of VAT. Overt Locke V.A.T. number: GB 131 5642 94.

We reserve the right to change, modify, substitute or remove without notice any information on this site as necessary.

These terms and conditions, all disclaimers and other material on our website shall be governed by and construed in accordance with English law and any disputes shall be referred to the exclusive jurisdiction of the English courts to which both parties submit.

**DELIVERY AND RETURNS:** Orders to TA10, TA11, TA12, BA6, BA16 and BA22 are free of charge.

Orders outside of these postcodes incur a delivery charge dependent on weight and size of the order.

For delivery further afield please contact us on 01458 272626. We can only accept mail orders with UK delivery addresses. We aim to despatch all orders within 48 hours of receipt. During peak times this may not be possible.

If we are unable to despatch your order within 72 hours for any reason we will contact you.

**BACK ORDERS:** If an item is out of stock, we will contact you with the option to either cancel, or we will tell you when the product is expected to be available should you wish to wait until then. If suitable alternatives cannot be made we will arrange a full refund. Please note that we do not make deliveries during the weekend.

If there is to be a delay for any reason we will contact you.

**REFUNDS AND RETURNS:** If you need a refund for any reason then please contact us directly on 01458 272626.

We are open from 0830 til 1730 Monday to Friday. Alternatively, email [info@overtlocke.co.uk](mailto:info@overtlocke.co.uk).

You can cancel your order any time before delivery and up to 7 working days after delivery. To do this simply email [info@overtlocke.co.uk](mailto:info@overtlocke.co.uk) or call 01458 272626. We'll refund your money within 14 days. If you do cancel then you must return the goods to us at your own expense and you'll also be responsible for the risk of loss or damage in transit so do, please, ensure you have adequate insurance to cover the value.

If you don't return your order, we can arrange for the item(s) to be collected but we'll have to charge you the direct cost of the collection. As we use a courier firm, this is likely to be in the region of £10.00 for UK Mainland with higher charges applying for further afield. If reasonable care hasn't been taken of the goods before we receive them back here which results in damage or deterioration, then we'll charge you for the reduction in value.

For any problems, we believe it's always best to give us a call and we'll do our best to sort things out so you're completely happy.

**COMPETITION T&Cs:** The Promoter is not liable for third party products or services and any prize is subject to the prize manufacturer's terms and conditions. Any costs which are not mentioned are excluded from the prize and will not be reimbursed. Prizes are non-transferable and no cash equivalent is available. By participating, entrants agree to be bound by these terms and conditions.

The Promoter reserves the right at its sole discretion to substitute the prizes with prizes of comparable value if circumstances make this necessary. By entering, winners agree that if they win, they may be asked to participate in any reasonable publicity arranged by The Promoter. Bulk entries made from trade, consumer groups or third parties will not be accepted. Incomplete or illegible entries, by or via third parties or syndicates, entries by macros or other automated means, and entries which do not satisfy the requirements of these terms and conditions in full will be disqualified and will not be counted. The Promoter accepts no responsibility for system errors or other issues that may result in delayed entries or not received entries or winner notifications. The decision of the Promoter is final and no correspondence will be entered into.

Winners' names will be available at the end of the competition month. The Promoter or its agencies will not be responsible for the non-inclusion of entries because of technical failures or otherwise, including any such failure which is within the control of The Promoter or its agencies. Proof of submission of entry is not proof of receipt of entry. The Promoter reserves the right to hold void, terminate or suspend a promotion at any time. Entry to a promotion is deemed acceptance of these Terms and Conditions.

*The "Promoter" and "we" means Overt Locke Limited.*

**If you want to contact us for any reason, please call 01458 272626 or email [info@overtlocke.co.uk](mailto:info@overtlocke.co.uk)**