

Terms and Conditions

Please read this section for information about the terms and conditions that govern your use of this site.

Making A Purchase

Making a purchase could not be easier. Just browse the shop, and add any items that you wish to buy into the shopping cart. After you have finished your selection, click on 'Checkout' and you will be asked for a few details that we need to be able to complete the order.

We use PayPal for our online payments - you do not need to have a PayPal account to use their system. If you are shopping from outside the UK, place your order and your credit card company will convert the transaction to your own currency.

When confirmation of an order is received, this is to indicate that we have received your order. It does not indicate that a contract exists between us. We will indicate acceptance of your order, and hence a contract between us, when we send you an invoice. We have included this term to protect us in the case that a mistake has been made in pricing, we have inadvertently under-priced goods, or we are no longer able to supply a particular product for some reason. In the case of a change of price, we will always contact you first to ensure that the price is acceptable.

Shipping And Handling

We send all packages by Royal Mail. Current postage and packaging charges for deliveries in the UK are as follows when you spend to the values of:

£25.00 = £4.82 postage & packing (includes Recorded Delivery so that you can 'Track and Trace' your order - a safe alternative to normal post - and only 77p.)

£55.00 = £5.67 postage & packing (includes Recorded Delivery so that you can 'Track and Trace' your order - a safe alternative to normal post - and only 77p.)

£80.00 = £7.49 postage & packing (includes Insurance to the values of £100.00)

£100.00 = £9.29 postage & packing (includes Insurance to the values of £250.00)

£150.00 = £13.14 postage & packing (includes Insurance to the values of £250.00)

Deliveries to Europe, USA, Canada and all other countries can be arranged by emailing your order to admin@paulawilson.co.uk - the postage will be calculated and sent to ensure you are happy with the final price before the order is invoiced and processed via Paypal.

Late or Lost Deliveries

If you experience a problem with your delivery please contact us and we will do our best to help you trace it. We get a Proof of Postage from our local Post Office. In the event of a non delivery we can only replace or refund the order after 15 working days when the Post Office is happy to classify the parcel as lost. Paula Wilson cannot be held responsible for late or lost delivery.

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Delivery Schedule

If your item is in stock we aim to have it packaged and despatched within 2 working days. If your item is out of stock we will e-mail to advise you of an expected delivery date.

Back Orders

If your item is not in stock, we will back order for you. You will always be emailed with the option to cancel your order if you would rather not wait.

Credit Card Security

Protecting the safety of your credit and debit card details is important to us. We use the world recognised PayPal system to process payment whereby your credit card details are transferred directly from your computer to PayPal's secure server using SSL encryption. SSL is the gold standard in Internet encryption technology, which in plain English means it is a highly sophisticated method of scrambling data as it travels from your computer to PayPal's servers. You can pay by PayPal or any of the major credit and debit cards - **you do not have to have a PayPal account.**

Guarantee

We guarantee a 14 day no quibble returns policy (please carefully read our Returns Policy below) and a 30 day guarantee on all products sold on our website.

Reaching Us

If you need to contact us you can call on 01638 615998 or mobile 07979012223 or write to us at 49 Lisburn Road, Newmarket, Suffolk, CB8 8HS.

Privacy Policy

I do not disclose buyers' information to third parties other than when order details are processed as part of the order fulfilment. In this case, the third party will not disclose any of the details to any other third party.

to:

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

We ask for your telephone number and email address to enable us to contact you in relation to an enquiry you have made, to contact you if there is a problem with your order or if there is another genuine reason for doing so.

We will never sell, trade or rent your personal information to others.

Returns Policy. We hope you will be pleased with your purchase, but if something isn't right, let us know. Please inform us within 14 days of receipt and we will be happy to arrange a refund or exchange for you. We ask that you return all items complete, in perfect condition and in their original packaging. Items returned outside these guidelines will only be subject to credit. A refund will not be possible if the item/items arrive damaged because the original packaging has not been used.

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For all returns, except where the item is faulty, you will be required to arrange and pay for the return of the item/s to us. When returning items we strongly recommend that you obtain Proof of Postage. We cannot accept responsibility for parcels lost in transit. On receipt of faulty items we will arrange for an exchange and refund the return postage. For returns where you no longer want to keep your purchase, we will arrange a credit note should you wish to purchase an alternative or a refund with the original postage deducted.

Your rights to return goods are protected under the EU Distance Selling Directive which can be found at <http://www.hmso.gov.uk/si/si2000/20002334.htm>