

Sock Company Country - Terms and Conditions (2008)

Our Privacy Policy and Your Security

At the Sock Company Country we respect your privacy and we will never forward any of your personal information without your consent to any other person or company.

We need to collect certain details from you in order to process your order and payment. We will not share that information with any third parties. We would like to keep you informed occasionally of any special offers and new products via email, but if you would rather not receive this information please email us at info@sock-co-country.co.uk and we will remove your details from our database. Any email correspondence from us will be related to your questions or your order placed with us.

Our Website Details and Pricing

We have taken every care to ensure the images and product descriptions are as accurate as possible, however, whilst the colour reproduction in the photographic images is a close representation a slight difference in individual products may occur due to variances in the dyeing process of the yarns used. We are not responsible for any slight manufacturers' changes that may occur beyond our control.

We will keep our price information updated, but if there are any variations by the manufacturers, we will contact you before despatching any products that may be affected.

All of our products are shown inclusive of VAT at the prevailing rate (currently 17.5% in the UK) with the exception of any children's products featured which are not subject to VAT. Our VAT registration number is 753 7146 22.

Payments

The Sock Company Country does not hold any credit card or payment details on our system. We use a secure 256-bit encryption payment system provided by ProTx to handle all internet payments. We do not see or hold any of your bank or card details. This is the most secure payment method that we are aware of available to our customers.

Online payments are processed at the time of ordering by ProTx. If your order is 'out of stock' or there is any unusual hold-up, we will contact you as quickly as possible and discuss the delay. You may decide to opt for an alternative or a full refund at this point.

Payment is also accepted by cheque. Please send full details of your purchase, with your cheque made payable to The Sock Company Country together with your full postal address and contact telephone number. We do need to ensure payment has

cleared before despatching any goods paid for by cheque.

Please send your payment to: The Sock Company Country
 Ty Uchaf
 Llanerfyl
 Welshpool
 Powys SY21 0EZ

Delivery

We will normally process and despatch your order within 7 days of receipt, but because of the nature of our business, orders could take up to 14 days to reach you. If this is unacceptable for any reason, then please call us on 01938 820121. If we find that an item is 'out of stock', we will contact you to discuss the possible delay. You may also opt for an alternative or a full refund at this point.

We use Royal Mail's First Class postal service to deliver your purchases and you may opt to pay extra for Special Delivery if you choose. Postage, packing and handling is calculated on weight and value and charged at cost price. Orders valued at £50.00 and above are post free.

Please email us for a quotation for postage for orders for delivery outside the UK.

Your Guarantee

All our products are made to the highest UK standards working closely with manufacturers and yarn suppliers. The Sock Company Country has developed its quality range by combining the latest technology and the finest yarns to create the ultimate sock performance. We are confident in the quality of our products

However, if your purchase is faulty in any way, please return the goods to us. If a fault is detected, we will refund your money in full, including postage costs (to the value of Royal Mail First Class post) or send a replacement to you free of charge.

This does not affect your statutory rights in any way.

Returns & Exchanges

If, for any reason, you are not happy with your purchase then please return them to us, unworn and with the packaging intact, within 14 days and we will exchange or arrange a refund.

Should you return goods, please obtain proof of postage as we are not responsible for goods whilst in transit from customers. Please note that we do not refund the original postage and packing charge for returns or exchanges unless the goods were found to be faulty.

This does not affect your statutory rights in any way.