

Ordering

All customers must be at least 18 years or older.

We have tried to make the process as simple and secure as possible. Please note that all orders made by you through the Website are subject to acceptance by us. We may choose not to accept your order for any reason and will not be liable to you or to anyone else in those circumstances.

After submitting an order to us we will send you an order acknowledgement email with your order number and details of the goods that you have ordered. Please note this email is an acknowledgement and is not an acceptance of your order.

For certain goods, information concerning stock availability is not available on the Website. If you order goods which are not available from stock, we will contact you by e-mail and you will have the option to wait until the goods are available from stock, or cancel your order in accordance with our cancellation and returns policy. In the event your order is cancelled, we will refund any payment already collected from you in respect of that order, in accordance with our cancellation and returns policy.

Any email or other electronic acknowledgement by us of receipt of an order placed by you does not constitute legal acceptance by us of your order. Acceptance of your order and the formation of a contract between us will take place when we send you an email confirming that the goods you have ordered have been despatched to you unless we have notified you that we do not accept your order or you have cancelled it in accordance with our cancellation and returns policy.

You do not have to open an account to browse or buy from our site.

You can place your orders by phone, fax or email. When corresponding about an existing order it may be necessary to answer a variety of security questions. If you would like to send us a secret unique phrase to allow us to identify ourselves to you, please do so by email or fax. It is by far better to do it all on-line but do email or call to ask any questions.

To Order:

1. Browse or search for the items you want and identify them carefully reading all the available information. If you have any questions or require any further information, please contact us before adding to your cart. If you are unable to find what you are looking for, please contact us for assistance.
2. When you are satisfied the item is what you want, add it to the shopping cart by clicking on the "add to basket" link. You will be taken to your "Shopping Cart" to view your item(s).
3. Once you have selected the goods you wish to purchase, select the shipping you require and click "Checkout".
4. Enter your details as requested and select the payment method you wish to use.

Finally, take a moment to visit the government site which offers some very useful advice on online purchasing of goods and services. The site can be found at: http://www.consumerdirect.gov.uk/before_you_buy/online-shopping/placing-order