

Use of the StuffedBags website and the sale and purchase of goods from the website are governed by our terms and conditions as set out below. "We" or "Our" means StuffedBags.co.uk and / or our Merchants. "You" or "your" means the person accessing, using or ordering from our website by any means.

1. Disclosed agent

StuffedBags acts as agent in the sale of goods that are supplied and fulfilled by the Merchants directly to you. The contract of sale then exists between you and the Merchant. These terms and conditions cover all sales made through this website and each of the Merchants complies with our terms and conditions of trading.

2. Prices, description and availability of goods

All prices are shown in GBP (Pounds Sterling). Prices other than those in GBP are shown for guidance purposes only. All goods are sold subject to availability. Both price and availability information is subject to change without notice, hence any subsequent purchases of the same product cannot be guaranteed at the same price. Where goods are temporarily out of stock the merchant will endeavour to contact you so that you may choose between a refund on the item, having it shipped when it is back in stock or selecting an alternative product. Whilst we take the utmost care to ensure that merchants product descriptions, pictures, information and prices are accurate we do not accept liability for any inaccuracies, errors or omissions. Despite our best efforts, a small number of the items displayed on may contain errors in pricing or description. No contract exists between you and our merchant partner for the sale by the merchant to you of any product unless and until the merchant accepts the order by taking payment for the goods. A merchant will verify prices as part of their payment processing procedure. Orders are accepted at a merchants sole discretion and they maintain the right to decline orders without giving an explanation. Colours may vary slightly from those shown on the website due to the limitations of Internet technology.

3. Payment methods

All orders must be paid for by credit or UK debit cards. Unfortunately, we do not accept payment by cheque or postal order, and you cannot pay in instalments. All our merchants accept the major credit cards. All prices are in pounds sterling (£) and credit / debit card transactions for orders outside the UK will be converted by the card company at their current exchange rates.

When ordering from more than one Merchant you will see individual transactions for each Merchant on your card statement.

4. Delivery arrangements

Your shopping basket displays the goods you have purchased, the Merchant who will supply them and an indication of the delivery timescale. The Merchant should notify you if your goods cannot be despatched within this timescale, e.g. some 'made to order' goods may take longer. The delivery costs for each Merchant vary and are shown depending on the shipping destination and the delivery service selected. Any delivery times quoted are estimates, based on availability and normal delivery time in working days. Please note that there are some products that we do not ship to certain destinations, which will be indicated in the shopping basket.

5. Cooling off period and cancellation / returns

We want you to be satisfied every time you shop with us. Our "no quibbles" guarantee means that if for any reason you are unhappy with the goods purchased you may cancel your order and return the goods to the Merchant within 7 working days from receipt of the goods. The Merchant is obliged to give you a refund within 30 days of cancellation. It is your responsibility to take care of the goods before returning them, and they must be returned in a state where they can be resold. The Merchant will not accept return of:

- * Fresh / disposable / perishable goods (e.g. flowers or fresh foods)
- * Sealed audio / video / DVD recordings or computer software which have been opened
- * Goods made to the customer's personal specifications

Most merchants will provide returns information in with the delivery note/invoice. Where you wish to return goods and do not have returns information, you can find the returns address of the particular supplier(s) you ordered from on the StuffedBags website. It is vital that you enclose a covering letter with the return detailing your name, full address, order number and reason for return (please also specify whether you require an exchange or refund). We recommend that you use Recorded Delivery, as proof of shipping is not proof of receipt.

Unless the goods are defective, damaged or not as specified on your order acknowledgement, you are responsible for the cost of returning goods to the merchant. We recommend that you use Recorded Delivery, as proof of shipping

is not proof of receipt. If however the goods are faulty then the postage costs will be refunded.

6 Complaints

Should you have a complaint with the service or product purchases on our website please contact the Merchant directly by e-mail. In addition we would be grateful if you would send a copy to ourselves at customerservices@stuffedbags.co.uk

The Merchants are obliged to:

- * Acknowledge complaints within 5 working days
- * Advise you how long it will take to resolve the complaint
- * Keep you informed throughout the process

7. Offensive or age restricted material

We take the utmost care to ensure that no material likely to give offence or which is unsuitable for children is displayed on our website. There are, however, certain products that we sell which are unsuitable for children (e.g. Certificate 18 or 15 videos / DVD's). By placing an order for products with age restrictions you declare that you are of legal age to purchase those products. Should you see material which in your view is offensive then please e-mail us at customerservices@stuffedbags.co.uk

8. Trademarks and copyright

All third party copyright, trademarks, brand names, product names and titles on this website are acknowledged. This website is protected by Copyright and the Copyright, Trademarks, logos and Intellectual Property rights for the content of the StuffedBags website are the property of StuffedBags.co.uk plc. ALL RIGHTS RESERVED. Any use, printing or copying of materials on this website, other than in the course of browsing, selecting products and ordering from us, is strictly prohibited. Any framing of this website is prohibited.

9. Security

Security is one of our highest priorities and we take every precaution to protect your personal information both online and offline. Information requested when registering or ordering goods (including your credit / debit card details) is

encrypted with SSL (Secure Socket Layer), the industry standard encryption software. Comodo provides our SSL security. To help us keep your personal information strictly confidential you should keep your password secret. While we use SSL encryption to protect sensitive information online, we also protect your personal details off-line. All employees are kept up-to-date on our security and privacy practices and we ensure our Merchants maintain our standards of security. If you have any questions about the security at our website, you can send an email to customerservices@stuffedbags.co.uk

10. Privacy Statement

This privacy statement applies solely to information collected through this website.

10.1. Information Collection and Use

We are committed to protecting your privacy. We use the information we collect about you to process orders and to provide a more personalised shopping experience. We will share the data we collect with our Merchants solely for the purpose of fulfilling your order. We will only use the information that we collect about you lawfully in accordance with the Data Protection Act 1998 under which we are registered. We will not sell, share, or rent this information to others other than as disclosed in this statement. During the registration or ordering process we collect some or all of the following information:

- * Your name and address
- * Your contact telephone numbers (to enable us to contact you in the event of a query)
- * Your e-mail address
- * For credit / debit card purchases your card details
- * Confirmation you are over 18 years of age (this is required to ensure inappropriate goods are not shipped to minors)

We will confirm your personal details on our acknowledgement of order. If you have registered you may check, amend or remove your personal details by clicking the login button. If you are not registered you may check, amend or remove your personal details by e-mailing customerservices@stuffedbags.co.uk or writing to us. By registering or ordering through our website you consent to the collection and processing of your personal details by us.

10.2. Registration and Newsletter

Registration is not required to view the products on our website. We send all new members a welcoming e-mail to verify Username and password. When registering you may opt to receive regular newsletters, marketing information, special offers and website updates from us. If you wish to receive these without ordering please register anyway. If you no longer wish to receive our newsletter or promotional materials you may opt-out of receiving these communications by e-mailing us a unsubscribe@stuffedbags.co.uk

10.3. Cookies

We use 'session' Cookies for tracking your searches, shopping basket items and checkout details. If you have your per session cookies turned off or have set the highest level of security in your browser settings you may be unable to purchase items from our site.

10.4. Log Files

We may use IP addresses to analyse trends, administer the website, track user's movement, and gather broad demographic information. IP addresses are not linked to personally identifiable information. (Your IP address is a number that identifies a computer during an internet session. This enables our web site to keep track of the items in your shopping basket whilst you are on the site. It does identify you personally).

10.5. Sharing

We may share aggregated demographic information with our partners and advertisers. This is not linked to any personal information that can identify any individual person.

10.6. Links to / from 3rd party websites

We are not responsible for and accept no liability for the content or privacy practices of any linked website which is not owned and maintained by us. We encourage our users to be aware when they leave our website and to read the privacy statements of each and every website that collects personally identifiable information.

12. Notification of Changes

If we change our Terms and conditions, Privacy policy or Security policy, we will post notification of these changes on the StuffedBags website. Should we decide to use personally identifiable information in a manner different from that stated at the time it was collected, we would notify you by e-mail and request your agreement to the changes. We will use information in accordance with the privacy policy under which the information was collected.

13. Legal Status.

All contracts will be governed by the laws of England and Wales and you agree to submit to the jurisdiction of the English courts.

These terms and conditions do not affect your statutory rights as a consumer. StuffedBags is a trading name of SmartEpos Ltd registered in England. Company registration number 5153560.