



You can embed the sample policies below in your terms and conditions if you wish. Click on the policy name below to go directly to that policy.

[Privacy Policy](#)

[Delivery Policy](#)

[Returns, Refund and Cancellation Policy](#)

Privacy Policy

This Privacy Policy governs the manner in which <company name> collects, uses, maintains and discloses information collected from users (each, a "User") of the <website> website ("Site"). This privacy policy applies to the Site and all products and services offered by <company name>

For the purpose of the Data Protection Act 1998 (the Act), the data controller is [company name] of [address].

Personal identification information

We may collect personal identification information from Users in a variety of ways, including, but not limited to, when Users visit our site, place an order, subscribe to the newsletter, respond to a survey, fill out a form, and in connection with other activities, services, features or resources we make available on our Site *[or on other websites that we operate or from other services that we provide]*. Users may be asked for, as appropriate, name, email address, mailing address, phone number. Users may, however, visit our Site anonymously. We will collect personal identification information from Users only if they voluntarily submit such information to us. Users can always refuse to supply personally identification information, however this may prevent them from engaging in certain Site related activities.

Non-personal identification information

We may collect non-personal identification information about Users whenever they interact with our Site. Non-personal identification information may include:

- Technical information, such as *[the Internet protocol (IP) address used to connect your computer to the Internet,] [your login information,] [browser type and version,] [time zone setting,] [browser plug-in types and versions,] [operating system and platform,] [OTHER];*
- information about your visit, including *[the full Uniform Resource Locators (URL),] [clickstream to, through and from our site (including date and time),] [products you viewed or searched for] [page response times,] [download errors,] [length of visits to certain pages,] [page interaction information (such as scrolling, clicks, and mouse-overs),] [methods used to browse away from the page,] [OTHER] and any phone number used to call our customer service number.*

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Web browser cookies

Cookies are small pieces of information, stored in simple text files, placed on your computer or device by a website. Cookies can be read by the website on your subsequent visits. The information stored in a cookie may relate to your browsing habits on the web page, or a unique identification number so that the website can "remember" you on your return visit. Generally speaking, cookies do not contain personal information from which you can be identified, unless you have furnished such information to the website. Cookies do not in any way compromise the security of your computer.

We do not use cookies to track your use of the internet after you leave our sites, nor do we store any personal information in them that others could read and understand.

COOKIES WE USE [REMOVE IF NOT USING]

Session cookies - these are temporary and are deleted as soon as you close your internet browser.

Persistent cookies - these are stored on your computer or device until they expire or you remove them.

Persistent cookies - store your personal preferences such as your language preferences on multi-lingual sites to make subsequent visits easier. They also remember questions we have asked you previously, such as a request to complete an online survey. A persistent cookie will prevent you from being asked to complete the same survey every time you visit the website.

Third party cookies - we work with third parties who, on our behalf, research the use of our website and activities on it. In doing so they may place a cookie on your computer or device. However it would not contain any personal information that others could read and understand.

We also work with third parties to evaluate the effectiveness of our advertising and promotions on third party websites. Again, the cookie would not contain any personal information that others could read and understand.

ADDITIONAL INFORMATION (?)

From time to time, we may embed external content from third party websites within our website. Additionally, we partner with third parties who provide services for us which you can navigate to from our website. These third parties may use cookies; you can find out about their approach to cookies on their websites.

WHAT IF I DON'T WANT TO ACCEPT COOKIES?

If you wish to restrict or block the cookies which are set by any website - including the <company name> website, you should do this through the browser settings for each browser you use, on each computer or device you use to access the internet.

Please be aware that some of our services may not function if your browser does not accept cookies. However, you can allow cookies from specific websites by making them "trusted websites" in your internet browser.

You may wish to visit www.allaboutcookies.org which contains comprehensive information on how to do this on a wider variety of browsers including mobile internet browsers.

By using our websites (through any device) you agree that this Cookie Policy applies to that use in addition to any other terms and conditions which may apply.

We reserve the right to make changes to our Cookie Policy. Any such changes shall appear here and will become effective immediately. Your continued use of our websites is taken as confirmation that you agree to any such changes.

How we use collected information

We may collect and use Users personal information for the following purposes:

- To improve customer service
Information you provide helps us respond to your customer service requests and support needs more efficiently.

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Example policy wording

- To personalize user experience
We may use information in the aggregate to understand how our Users as a group use the services and resources provided on our Site.
- To improve our Site
We may use feedback you provide to improve our products and services.
- To process payments
We may use the information Users provide about themselves when placing an order only to provide service to that order. We do not share this information with outside parties except to the extent necessary to provide the service.
- To send periodic emails
We may use the email address to send User information and updates pertaining to their order. It may also be used to respond to their inquiries, questions, and/or other requests.

Disclosure of your information

You agree that we have the right to share your personal information with:

- Any member of our group, which means our subsidiaries, our ultimate holding company and its subsidiaries, as defined in section 1159 of the UK Companies Act 2006.
- Selected third parties including:
- [business partners, suppliers and sub-contractors for the performance of any contract we enter into with [them or] you;]
- [advertisers and advertising networks that require the data to select and serve relevant adverts to you and others. [We do not disclose information about identifiable individuals to our advertisers, but we will provide them with aggregate information about our users (for example, we may inform them that 500 men aged under 30 have clicked on their advertisement on any given day). We may also use such aggregate information to help advertisers reach the kind of audience they want to target (for example, women in SW1). We may make use of the personal data we have collected from you to enable us to comply with our advertisers' wishes by displaying their advertisement to that target audience];]
- [analytics and search engine providers that assist us in the improvement and optimisation of our site;]
- [credit reference agencies for the purpose of assessing your credit score where this is a condition of us entering into a contract with you.]
- We will disclose your personal information to third parties:
- In the event that we sell or buy any business or assets, in which case we will disclose your personal data to the prospective seller or buyer of such business or assets.
- If [COMPANY NAME] or substantially all of its assets are acquired by a third party, in which case personal data held by it about its customers will be one of the transferred assets.
- If we are under a duty to disclose or share your personal data in order to comply with any legal obligation, or in order to enforce or apply our terms of use [INSERT AS LINK TO WEBSITE'S TERMS OF USE] [or terms and conditions of supply [INSERT AS LINK TO WEBSITE'S TERMS AND CONDITIONS OF SUPPLY OF GOODS AND/OR SERVICES]] and other agreements; or to protect the rights, property, or safety of [COMPANY NAME], our customers, or others. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.]

How we protect your information

We adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorized access, alteration, disclosure or destruction of your personal information, username, password, transaction information and data stored on our Site.

Our Site is in compliance with PCI vulnerability standards in order to create as secure of an environment as possible for Users.

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Where we store your personal data

[The data that we collect from you will be transferred to, and stored at, a destination outside the European Economic Area ("EEA"). It will also be processed by staff operating outside the EEA who work for us or for one of our suppliers. This includes staff engaged in, among other things, the fulfilment of your order, the processing of your payment details and the provision of support services. By submitting your personal data, you agree to this transfer, storing or processing. [COMPANY NAME OR We] will take all steps reasonably necessary to ensure that your data is treated securely and in accordance with this privacy policy.]

[All information you provide to us is stored on our secure servers. Any payment transactions will be encrypted [using SSL technology].] Where we have given you (or where you have chosen) a password which enables you to access certain parts of our site, you are responsible for keeping this password confidential. We ask you not to share a password with anyone.

Unfortunately, the transmission of information via the internet is not completely secure. Although we will do our best to protect your personal data, we cannot guarantee the security of your data transmitted to our site; any transmission is at your own risk. Once we have received your information, we will use strict procedures and security features to try to prevent unauthorised access.

Your rights

You have the right to ask us not to process your personal data for marketing purposes. We will usually inform you (before collecting your data) if we intend to use your data for such purposes or if we intend to disclose your information to any third party for such purposes. You can exercise your right to prevent such processing by checking certain boxes on the forms we use to collect your data.

You can also exercise the right at any time by contacting us at [ADDRESS OR E-MAIL ADDRESS].

Our site may, from time to time, contain links to and from the websites of our partner networks, advertisers and affiliates. If you follow a link to any of these websites, please note that these websites have their own privacy policies and that we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.

Access to information

The Act gives you the right to access information held about you. Your right of access can be exercised in accordance with the Act. Any access request will be subject to a fee of £10 to meet our costs in providing you with details of the information we hold about you.

Third party websites

Users may find advertising or other content on our Site that link to the sites and services of our partners, suppliers, advertisers, sponsors, licensors and other third parties. We do not control the content or links that appear on these sites and are not responsible for the practices employed by websites linked to or from our Site. In addition, these sites or services, including their content and links, may be constantly changing. These sites and services may have their own privacy policies and customer service policies. Browsing and interaction on any other website, including websites which have a link to our Site, is subject to that website's own terms and policies.

Changes to this privacy policy

<COMPANY NAME> has the discretion to update this privacy policy at any time. When we do, we will revise the updated date at the bottom of this page. We encourage Users to frequently check this page for any changes to stay informed about how we are helping to protect the personal information we collect. You acknowledge and agree that it is your responsibility to review this privacy policy periodically and become aware of modifications.

Contact

Questions, comments and requests regarding this privacy policy are welcomed and should be addressed to [ADDRESS OR E-MAIL ADDRESS].

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Delivery Policy

Here at <company name> we pride ourselves on excellent customer service.

We know that you don't want to wait days for your order to arrive. That's why we send every order within the UK Mainland by Fed Ex or Royal Mail Second Class Post. Which means that, all being well, you should receive your parcel *[the following working day after it has been despatched or within 5 days]*.

[What's more, any order that we receive before 3pm on a working day will be despatched on the same day!]

However, although we promise to despatch your order quickly, it should be remembered that delivery is not guaranteed within this timescale and parcels can occasionally take longer to reach their destinations. Parcels sent to Northern Ireland, the Isle of Man, Isles of Scilly, the Channel Islands, certain parts of Scotland, Europe and the rest of the world will usually take a little longer to arrive.

There are certain items that we are unable to post overseas and if this is the case with any part of your order we will contact you by email.

How will my parcel be sent UK mainland?

Please see below * for list of Postcodes which Our Couriers do not count as UK Mainland and therefore charge us extra.

Based upon the weight of your item(s) you will have two options for your postage either Standard Postage or Express Shipping postage.

Standard postage cost [*£3.95 / £4.95*] dependent on the weight and size of your order and will be sent Royal Mail Second Class and should take 2 - 4 working days for delivery. Should the item not arrive within this time scale please contact your local sorting office to ensure that they are not holding the item for you. Please note that Royal Mail do not class an item missing until 15 working days has passed as they say it can still be delivered until this time. Replacements for undelivered orders won't be possible until after this time.

Standard Postage for multiple orders or large items will be sent using a courier and should take 2 - 3 days for delivery.

[Express Shipping postage [£5.95 (on orders before 3pm)*] - items will be sent using an express courier (please note they do not deliver on a Saturday).]*

How will my parcel be sent Highlands & Islands, Channel Islands, Isle of Man and Northern Ireland?

Postcodes included within this section are:

- AB31 - 38, AB41 - 45, AB51 - 56.
- FK19 - 20
- HS1 - 9
- IV1 - 32, IV36, IV40 - 49, IV51 - 56
- KA27 - 28
- KW1 - 17
- PA20 - 49, PA60 - 78, PA80 - 88
- PH1, PH5 - 10, PH15 - 26, PH30 - 44
- ZE1 - 3

Postage cost [*£3.95*](smaller items) these will be sent Royal Mail Second Class and should take 3 - 4 working days for delivery. Should the item not arrive within this time scale please contact your local sorting office to ensure that they are not holding the item for you.

Postage cost [*£7.95*] or more item(s) will be sent using [*DHL or FedEx*] and should be with you within 2 - 3 working days.

How will my item(s) be sent to Republic of Ireland.

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We have managed to secure extremely good courier rates to the Republic and therefore all items will be sent using [FedEx or DHL].

How will my item(s) be sent Western Europe?

All items will be sent using [DHL or Fex Ex] so that all items are traceable.

Please note our shipping charges do not allow for any charges levied by Customs in the destination country, nor do we accept responsibility for paying such charges.

How will my item(s) be sent rest of the World?

Due to the fact that Royal Mail Air Mail is not tracked and can sometimes take up to 1 month for delivery, we have taken the decision to send all items to the rest of the world by Courier. This does mean extra cost but a much better and more efficient service.

Please note we have made every effort to make our shipping charges as accurate as possible, however occasionally the amount charged may be insufficient to cover the cost. If this is the case you will be given the opportunity to either pay the additional amount or alternatively we can cancel your order and issue a full refund.

[Which items cannot be sent overseas?

Please note some of our items are too large to post overseas and some of them have Electrical components made for UK only, please find below a list of these items (there may be items not on the list that we are unable to send if this is the case we will advise you by email):

*Bean Bags
Lamps
Uplighters
Play Houses / Wendy Houses
Metal Waste Paper Bins
Some Maxi Stickers
Ready Beds and Flip Out Sofas
Duvet Inserts and Pillows
Wallpaper
Furniture*

Please note our shipping charges do not allow for any charges levied by Customs in the destination country, nor do we accept responsibility for paying such charges.]

How will I know when my order has been dispatched?

When your order has been dispatched you will receive [an e-mail notification] advising of this.

Help! I haven't received my parcel, what should I do?

Contact us - we will do anything we can to help. If an item sent by Royal Mail has not been received it can often be found at the local sorting office awaiting collection. If not, the Royal Mail has a specific procedure that we can follow in the event of a missing parcel.

If your order has been dispatched with [Fed Ex or DHL] then we can track and trace it using their online system.

For deliveries to Europe and the rest of the world, if your item is not collected and is returned to us then we will issue a refund minus the cost of postage to <company name>. If not received, these items will not be deemed to be missing until two weeks have passed.

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Returns, Refund and Cancellation Policy

We operate a returns policy for unwanted and faulty goods. Should you need to return any item to us for any reason please contact us first by telephone or e-mail - see our Contact page.

Unwanted Goods

Please return goods unused and in original packaging in perfect condition for resale within [30] days of receipt. We recommend obtaining proof of postage. A full refund [*minus the shipping costs*] will be made on receipt of the returned goods.

Please note that you are responsible for shipping costs when returning unwanted goods.

Faulty Goods

If any of the goods are faulty we will either refund the cost amount in full or send you a replacement free of charge.

Exchanging goods

If you would like to exchange any items please contact us and we will do our best to get your exchanged items to you. Please be aware that you are responsible for the cost of sending the unwanted item back to us and also the shipping costs for sending out the exchange item.

Changing or cancelling an order

Cancelling your order. You have the right to cancel your order within 7 working days from the date you received your order. To cancel your order please contact us in writing within 7 days.

If you would like to amend your order and the order has not been dispatched we will happily take payment of the extra items and send all items out together. If your order has already been dispatched we cannot add anymore items and you will be required to place an additional order.

Will any return costs be refunded?

If you return something because of an error on our part or because it's damaged or defective, we will refund any charges incurred in returning the item to us (either by a personalised pre-paid return label or by refunding your return postage costs [*– up to 2nd class postage only*]).

We'll check all items returned as damaged or defective. In the event we find no fault, we reserve the right to re-charge you for the item/s and to recover our fees and expenses from you.

My Payment Card has changed/expired. How will I receive my refund?

We process all refunds to the original card used when you placed your order. If your card has expired we will send a cheque to cover any refund costs.

When will I receive my refund?

We action all refunds [the same day we receive the goods back/within [] days of receipt of the goods] and it can take up to [3] working days for the refund to show on you card.

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