

Terms and Conditions of Supply

1. These Terms and Conditions apply to all orders placed for the products identified on the In the footsteps order system purchased via our website. PLEASE READ THESE CONDITIONS - IF YOU PLACE AN ORDER USING THIS SYSTEM, THESE TERMS AND CONDITIONS WILL APPLY TO YOUR PURCHASE.
2. The supplier of the goods to which these terms and conditions apply (referred to hereafter as 'we' or 'us' as the context requires) is In the footsteps, Willowmead, 5 Abbots Close, Greytrees, Ross-on-Wye, Herefordshire HR9 7GQ.
3. Whilst we will try to fulfil any orders placed with us within any stated time, we shall not (save as otherwise required by law) be liable for the consequences of any delay or failure to deliver.
4. Notwithstanding any indication given by the system, all orders are accepted subject to availability.
5. Orders accepted shall only be delivered to addresses within the United Kingdom including the Channel Islands.
6. Orders must be paid for at the time of ordering using one of the payment methods provided. Payment in full is required before the order is shipped.
7. In the event that an order cannot be accepted by reason of non-availability of stock, the order will be cancelled and as stock becomes available you will be invited to resubmit your order. Please note that any order so resubmitted shall be accepted at the price pertaining at the time of resubmission.
8. Whilst we try to ensure that all prices on our website are accurate, errors may occur. If we discover an error in the price of goods you have ordered, we reserve the right to cancel the order and/or invite you to place another order for the goods at the correct price. If we cannot contact you we will treat your order as cancelled.
9. If you cancel the order for which you have already paid and the goods have not been dispatched, we will give you a full refund. If however the goods have been dispatched any refund will be subject to clause 10 below.
10. Any orders placed are subject to your rights of cancellation pursuant to the Consumer Protection (Distance Selling) Regulations 2000, except in the case of the supply of audio or video recordings or computer software where you have unsealed their packaging. You may exercise this right either by writing, e-mailing or telephoning or using facsimile transmission. In each case you must notify us within seven days from the date of delivery. Following receipt of your notice we will contact you to arrange return of the goods. Please note that the cost of sending the goods back to us where you wish to cancel for reasons which are not due to product performance or description will be payable by you. P&P charges will not be refunded

save for in circumstances where the goods are deemed to have been defective.

11. Where product is received in a broken or defective condition, please contact our Customer Support Team by email at support@inthe footsteps.biz or by telephone no 01989 565599. Please note that we will not accept return of any product unless such return has been authorised in advance.
12. In the event that goods ordered by you have not been received within 10 working days following the confirmation of order, please contact our Customer Support Team by email at support@inthe footsteps.biz or by telephone no 01989 565599.
13. Please be aware that in no circumstances shall we be liable for any indirect, special or consequential loss or damage arising from our supply to you of any goods ordered. This does not affect our liability in respect of death, personal injury or physical damage to property arising as a result of negligence on our part.
14. Data Security: any personal information provided by you for the purposes of entering into a purchase transaction with us shall only be used for the purpose of administering your order and for the provision of after sales service to you. Such information shall not be released to any third parties save as for the purpose of fulfilling your order.