

Company Details 1. Our registered company name and address is
K.R.SNOXELL & SONS LTD
LITTLEMEAD, HOLLINGDON, BUCKINGHAMSHIRE, LU7 0DN
2. Our company registration number is. 01015157
3. Registered in England
4. Our VAT registration number is. 632 4615 56

Definitions

1. "We", "us", "our", "company" and similar terms refer to
K.R.SNOXELL & SONS LTD 2. "You", "your", "customer" and similar terms refer to
the customer who is purchasing Goods from K.R.SNOXELL & SONS LTD 3. "Goods"
and "items" refers to any products currently or previously offered for sale on
K.R.SNOXELL & SONS LTD website. 4. "Order", "ordered" and similar terms refer to
the process by the customer of selecting goods and making the necessary payment
to K.R.SNOXELL & SONS LTD . 5. "Website" refers to K.R.SNOXELL & SONS LTD
The website at www.snoxell.com

Title

1. Our agreement to supply the goods to you is made on the date we dispatch the
goods to the address you supplied when you ordered the goods. 2. Title in the Goods
shall pass to you on the date we dispatch the Goods to the address given when you
ordered the Goods.

Product Photos and Colour Swatches

1. Because colours representation in photography, printing, scanning and computer
monitors can vary, the colour swatches should be used for guidance only. 2. Some
product styles may have been changed slightly since the photos were taken, or may
vary between different colours/finishes of the product. The photos should therefore
be used as a general indication of the style and fit only. 3. If you wish to clarify any
product details before ordering please contact us.

Prices

1. All prices on this website are quoted in UK Pounds. VAT and postage will be
added to prices where applicable.
2. Prices that are reduced for sales and promotions are only valid for the period
specified in the promotion. If no period is specified we may alter or end the promotion
and price reductions at any time without notice. 3. All "was" prices have been
charged for a continuous period of 28 days in the last six months either on one of our
websites or in one of our stores
4. We reserve the right to adjust prices, offers, products and product specifications on
the website at any time before (but not after) we accept your order.

Credit and Debit Cards

1. All credit and debit card details are taken at the time you place your order. 2. If
either you or we cancel part or all of the order the relevant amount will be refunded
onto your card. 3. We accept Visa, MasterCard, Maestro, Visa Debit, Visa Electron,
Delta, JCB and Solo. 4. All telephone credit and debit card payments are processed
manually in our office through our card
5. We will accept Cheques made payable to K.R.SNOXELL & SONS LTD .

Delivery Methods and Information

Please refer to our delivery information

Out of Stock

1. We carry large stocks of the items on this website. However due to the wide range of style and colour combinations some items may be temporarily out of stock. 2. We will often send goods that are in stock straight away and send the outstanding goods as soon as we receive them from our suppliers. 3. In the unlikely event of any item being out of stock and not expected within three weeks, you will be notified by one of our customer service representatives, and given the option either to continue with the rest of your order, substitute the unavailable items with similar alternatives, or to cancel. 4. We will be happy to discuss your options when we contact you.

Returns

1. Any item can be returned for a refund within 7 days of dispatch date. 2. If you have decided that you don't want the product or wish to exchange it for a different size, colour or style, postage and packing costs are your responsibility. We will only refund the price of the product. 3. Any product you return must be returned complete, in clean unworn condition, in its original packaging and with all labels still attached. 4. Any free goods supplied as part of the product purchase must be returned with the product, otherwise we may deduct the full list price of the missing items from any refund. 5. Please allow up to two weeks from us receiving your returned item for it to be processed. 6. Always return goods to us by either recorded or registered post or some other form of insured service. This is essential because we do not compensate for returned parcels lost or damaged in transit. If items you are returning are lost or damaged it is your responsibility as the sender to claim compensation from the carrier. We recommend the use of an insured delivery service. 7. Refunds for credit and debit card orders will be made to the same card as you used for your purchase. Refunds for orders paid by cheque or postal order will be made by company cheque payable to the order billing name and posted to the billing address. 8. For exchanges we do not refund your return postage cost. Please include postage to cover your area. If the error is on our part we will cover all postage costs.

RETURNS ADDRESS
K.R.SNOXELL & SONS LTD
THE BLOCK HOUSE
CLARENDON ROAD
LUTON
LU2 7PQ

Cancellations and Alterations

1. If you wish to cancel or change your order, please call us on 01582-724704 between 9:00am and 4.30 pm Monday to Thursday, or email us at sales@snoxell.com 2. Please have your order number available when you call, or include it in your email. 3. If you contact us after your order has been processed and dispatched, and all of sudden you no longer wish to purchase part/the complete order, you will need to return it to us at your own cost. 4. An admin charge may be added to any cancelled orders

Complaints Procedure

We are confident that you will be happy with our service. If anything is not right, please call us on 01582-724704 between 9.00am and 4.30 pm Monday-Thursday or email sales@snoxell.com

Errors

1. We take great care to ensure the information and prices on this website are accurate and current. However, no matter how carefully we check it, errors do occasionally slip through. Any errors discovered will be corrected as soon as we

become aware of them. 2. If you notice any errors or inconsistencies please let us know. 3. In the unlikely event that a website error affects your order, we will contact you before we process your order to discuss the matter. If you discover any errors after we have processed your order, you are of course welcome to cancel your order and return the goods.

Privacy Policy

1. K.R.SNOXELL & SONS LTD will not make unsolicited contact with you via email, nor will we sell, rent or exchange customer information with anyone else. We share relevant information only with those parties entrusted with the processing of your account and the fulfillment of your order. We have established procedures to protect your privacy - and we uphold them vigorously. 2. Credit and debit card transactions are subject to routine searches from time to time. We undertake these searches in association with licensed credit agencies to detect and prevent fraud. Credit and debit card transactions are processed by Paypal whose privacy policy is available on their websites. 3. We only obtain information from you when you enter it on the ordering page, and we only request the information that is required to efficiently process your order. The entries marked with a * are required to allow us to process your order, other items are optional but are useful in the event that we need to contact you about your order. 4. We use cookies to remember your order number while you are shopping here. These do not contain any personally identifiable information. 5. The only other item of information that is collected automatically is the IP address used for your current Internet connection session (this is for security and fraud prevention purposes only). 6. We only use the personal information provided for processing your current order. We will never use your email address or any other information for any other purpose.

Ordering Online and Security

1. Shopping at K.R.SNOXELL & SONS LTD is safe! We use industry-standard Secure Sockets Layer (SSL) technology to encrypt all your personal information. All credit and debit card payments are processed by a leading online card processing gateway, Paypal who are approved by all leading card issuers and are compliant with the latest PCI-DSS card processing regulations. 2. If you are still unsure about sending your credit or debit card details to us over the Internet, please telephone 01582-724704 between 9:30am and 4.30 pm Monday to Thursday and speak to one of our customer service representatives to place your order. 3. For telephone orders we process the payment directly through our terminal. 4. All order paperwork is securely destroyed one month after completion of your order.

5. If you have any questions or concerns about the security or any other aspect of our website and systems please email our sales team, at sales@snoxell.com

Legal 1. This website is owned and operated by K.R.SNOXELL & SONS LTD Unless otherwise stated all material on this website is the sole property of K.R.SNOXELL & SONS LTD No material from this website can be used in any form or by any means without prior written permission from K.R.SNOXELL & SONS LTD All rights not expressly granted herein are reserved. Any unauthorized use of material appearing on this website may violate copyright, trademark or any other applicable law and could result in court proceedings. 2. Products sold by The Hat Company may be subject to copyright, trademark, or other intellectual property rights in favour of third parties. K.R.SNOXELL & SONS LTD acknowledges those rights. 3. This website may contain links to other websites on the internet that are owned and operated by third parties. K.R.SNOXELL & SONS LTD accepts no responsibility or liability for the operation of or content located on or through any such website 4. The content of this website will be updated from time to time and changes will be made to the range of products available for purchase. Please note that your purchase of any product will be subject to availability of stock. 5. The laws of England and Wales will govern your use of this Web site.

6.If any provision of this document is held by any competent authority to be invalid or unenforceable in whole or in part the validity of the other provisions of this document and the remainder of the provision in question shall not be affected thereby. 7.In all cases our maximum liability to you is the full purchase price you paid for the goods.
8.Nothing in this document affects your statutory rights as a consumer.