

## **Terms and Conditions**

### **Our contract**

This section deals with conditions relating to the sale of products by Dependability limited to you. When you place an order to purchase a product or a service from the [Dependability](http://www.stroke.org.uk/shop) [HYPERLINK "http://www.stroke.org.uk/shop" Shop](http://www.stroke.org.uk/shop), we will send you an email confirming receipt of your order and containing the details of your order. Your order represents an offer to us to purchase a product or service, which is accepted by us when we dispatch that product to you or when we agree with you the service start date. For products that acceptance will be complete at the time we dispatch the product. Any products on the same order that we have not dispatched, does not form part of that contract.

### **Return of goods**

If you are in any way dissatisfied with the goods you receive simply return the goods within 14 days for a full refund. Customers in the European Union are entitled to a statutory cooling-off period of seven business days.

### **Refunds policy**

Refunds will be given at the discretion of the Dependability limited. Please contact [info@dependability.co.uk](mailto:info@dependability.co.uk) if you have an issue that needs resolving.

### **Pricing and Availability**

We list availability information for products sold by us on the website. Beyond what we say on that page or otherwise on the website, we cannot be more specific about availability. We endeavor to dispatch an order within 21 days of receipt. Please note that dispatch estimates are just that. They are not guaranteed dispatch times and should not be relied upon as such.

We verify prices as part of our dispatch procedures. If a product's correct price is lower than our stated price, we charge the lower amount and send you the product. If a product's correct price is higher than our stated price, we will, at our discretion, either contact you for instructions before dispatch or cancel your order and notify you of such cancellation.

### **Customs**

When ordering goods from the Dependability Shop for delivery overseas you may be subject to import duties and taxes, which are levied once the package reaches the specified destination. Any additional charges for customs clearance must be borne by

you. We have no control over these charges and cannot predict what they may be. Customs policies vary widely from country to country, so you should contact your local customs office for further information.

Additionally, please note that when ordering from the Dependability Shop, you are considered the importer of record and must comply with all laws and regulations of the country in which you are receiving the goods. Your privacy is important to us and we know that you care about how information about your order is used and shared. We would like our international customers to be aware that cross-border deliveries are subject to opening and inspection by customs authorities.

### **Children**

The Dependability Shop does not sell products for purchase by children. If you are under 18, you may use the Dependability Shop only with the agreement of a parent or guardian.

### **Electronic communications**

When you visit the Dependability Shop or send emails to us, you are communicating with us electronically. We may communicate with you by email or by phone or writing. For contractual purposes, you consent to receive communications from us electronically or otherwise and you agree that all agreements, notices, disclosures and other communications that we provide to you electronically or otherwise satisfy any legal requirement that such communications be in writing. This condition does not affect your statutory rights.

### **Losses**

The Dependability Shop will be responsible for any losses you suffer as a result of us breaching these conditions if the losses were reasonably foreseeable to both you and us when you commenced using the website, or a contract for the sale of goods by us to you was formed.

We will not be responsible for any business loss (including loss of profits, revenue, contracts, anticipated savings, data, goodwill or wasted expenditure) or any other indirect or consequential loss that is not reasonably foreseeable to both you and us when you commenced using the website or when a contract for the sale of goods by us to you was formed.

### **Alteration of service or amendments to the conditions**

We reserve the right to make changes to our website, policies, and these conditions of use and sale at any time. You will be subject to the policies and conditions of conditions

of use and sale in force at the time that you use the website or that you order goods from us, unless any change to those policies or these conditions is required to be made by law or government authority (in which case it will apply to orders previously placed by you). If any of these conditions is deemed invalid, void, or for any reason unenforceable, that condition will be deemed severable and will not affect the validity and enforceability of any remaining condition.

### **Events beyond our reasonable control**

We will not be held responsible for any delay or failure to comply with our obligations under these conditions if the delay or failure arises from any cause that is beyond our reasonable control. This condition does not affect your statutory rights.

### **Waiver**

If you breach these conditions and we take no action, we will still be entitled to use our rights and remedies in any other situation where you breach these conditions.

### **Governing law and jurisdiction**

These conditions are governed by and construed in accordance with the laws of England and Wales. You agree, as we do, to submit to the non-exclusive jurisdiction of the English courts.