

# Terms & Conditions of Sale

## 1. Information about us and how to contact us

1.1 We are Aucora, a company registered in England and Wales with company number 14490336.

1.2 You can contact us by emailing our customer service team at [hello@Aucora.com](mailto:hello@Aucora.com)

1.3 When we use the words "writing" or "written" in these terms, this includes emails.

## 2. Our contract with you

2.1 Our shopping pages will guide you through the steps you need to take to place an order with us. Our order process allows you to check and amend any errors before submitting your order to us. Please take the time to read and check your order at each stage of the order process.

2.2 After you place an order, you will receive an e-mail from us acknowledging that we have received your order.

2.3 If we are unable to accept your order, we will inform you of this either by phone or in writing and will not charge you for the product. This might be because the product is out of stock, because of unexpected limits on our resources which we could not reasonably plan for, because we have identified an error in the price or description of the product or because we are unable to meet a delivery deadline you have specified. If you have already paid for the product, we will refund you the full amount including any delivery costs charged as soon as possible.

2.4 Our website is solely for the promotion of our products in the UK. Unfortunately, we do not deliver to addresses outside the UK.

## 3. Our products

3.1 Products and packaging may vary slightly from their pictures. The images of the products on our website are for illustrative purposes only. Although we have made every effort to display the colours accurately, we cannot guarantee that a device's display of the colours accurately reflects the colour of the products. Your product may vary slightly from those images.

## 4. Delivery

4.1 The costs and methods of delivery will be as displayed to you at the checkout screen on the website.

4.2 During the order process we will let you know when we will provide the products to you. We will deliver them to you as soon as reasonably possible.

4.3 We are not responsible for delays outside our control. If our supply of the products is delayed by an event outside our control, then we will contact you as soon as possible to let you know and we will take steps to minimise the effect of the delay. Provided we do this we will not be liable for delays caused by the event, but if there is a risk of substantial delay you may contact us to end the contract and receive a refund for any products you have paid for but not received.

4.4 The product will be your responsibility from the time we deliver the product to the address you gave us, or you collect it from the ParcelShop.

## 5. Your rights to cancel

5.1 The Aucora guarantee offers a one hundred percent (100%) thirty (30) day money back guarantee for all Customers. If you purchase a product and you are not satisfied with the product, you may request a replacement or refund (terms and conditions apply, please see our returns policy for more information). You must return the product within 30 days of receipt. This guarantee is in addition to your statutory rights (see below). It is your responsibility to return the product at your own cost, please see our returns policy on the website for more details.

5.2 In addition to the rights granted by us above, you have a statutory right to cancel your order at any stage after acceptance of your order by us, and up to 14 days after receipt. Please note, this right to cancel does not apply to items which are unsuitable for return due to health protection or hygiene reasons if they become unsealed after delivery (unless they are faulty). If you wish to cancel your order in accordance with your statutory rights, please email [hello@officialAucora.com](mailto:hello@officialAucora.com). Alternatively, if you have already received the items, just follow the returns process.

5.3 We are under a legal duty to supply products that are in conformity with the contract. If what you have bought is faulty or misdescribed you may have a legal right to end the contract (or to get the product repaired or replaced or to get some or all your money back). For detailed information please visit the Citizens Advice website [www.adviceguide.org.uk](http://www.adviceguide.org.uk)

## 6. Refunds.

6.1 We will refund you the price you paid for the products including delivery costs, by the method you used for payment.

6.2 We will make any refunds due to you as soon as possible. If you are exercising your right to change your mind then: (a) Your refund will be made within 14 days from the day on which we receive the product back from you (b) Or, your refund will be made within 14 days of your telling us you have changed your mind.

## 7. Price and payment

7.1 The price of the product (which includes VAT) will be the price indicated on the order pages when you place your order. We take all reasonable care to ensure that the price of the product stated is correct. However please see below for what happens if we discover an error in the price of the product you order.

7.2 It is always possible that, despite our best efforts, some of the products we sell may be incorrectly priced. If we accept and process your order where a pricing error is obvious and unmistakable and could reasonably have been recognised by you as a mispricing, we may end the contract, refund you any sums you have paid and require the return of any products provided to you.

7.3 We accept payment with most major credit and debit cards. You must pay for the products prior to completing your order.

## 8. Our responsibility for loss or damage suffered by you

8.1 We are responsible for loss or damage you suffer that is a foreseeable result of our breaking this contract or our failing to use reasonable care and skill, but we are not responsible for any loss or damage that is not foreseeable.

9. We only supply the products for domestic and private use. If you use the products for any commercial, business or re-sale purpose we will have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.

#### 10. Other important terms

10.1 Each of the paragraphs of these terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.

10.2 If we decide to change these terms, we will post the new version on the website. Any orders placed after this time will be subject to the new version.

10.3 If we do not insist immediately that you do anything you are required to do under these terms, or if we delay in taking steps against you in respect of your breaking this contract, that will not mean that you do not have to do those things and it will not prevent us taking steps against you at a later date.

10.4 These terms are governed by English law and you can bring legal proceedings in respect of the products in the English courts. If you live in Scotland you can bring legal proceedings in respect of the products in either the Scottish or the English courts. If you live in Northern Ireland you can bring legal proceedings in respect of the products in either the Northern Irish or the English courts.

10.5 Other important terms If you are unhappy with how Aucora has dealt with your purchase, please contact the customer service team via email to [hello@Aucora.com](mailto:hello@Aucora.com). Any consumer who is still not satisfied may wish to access an ADR provider (an out-of-court complaint handling service)