

# The UCLH Charity online shop - terms and conditions

When you place an order to purchase any items from the UCLH Charity website, we will send you an email confirmation.

Items on the listed on our website are subject to availability. If we are unable to fulfil your order, we will inform you and will ask how you would prefer to proceed (e.g. cancellation, a full or partial refund, or a substitute item)

## 1.1 Our products

The images of the products on our website are for illustrative purposes only. This means the colours displayed on your device might slightly vary from the actual colours of the product.

## 1.2 Our prices

We take all reasonable care to ensure that the prices of products are accurate at all times. If there has been a pricing error, we will contact you and ask how you wish to proceed (e.g. cancellation, a full or partial refund, or a substitute item)

The price of a product does not include delivery charges. Our delivery charges will be indicated at the check-out before you confirm your order.

Where VAT is chargeable on a product, the price displayed will be inclusive of VAT.

## 1.3 Delivery

The cost for delivery is indicated at the checkout stage. This helps us ensure that more of the money goes directly towards supporting patients, staff and research.

Delivery rates:

- For orders under £10, delivery fee is £1.50
- For orders over £10, delivery fee is £3.50
- For orders over £40, delivery is free of charge
- Pens, pin badges and event tickets are delivered free of charge

We aim to get your goods to you within seven working days of receiving your order. All the items are dispatched by Royal Mail Second Class.

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.

## 1.4 Returns policy

You have right to cancel your order or request refund within 30 days after you have purchased the item. To do this, email us at [uclh.fundraising@nhs.net](mailto:uclh.fundraising@nhs.net) or call us on 020 3447

9361. Once we received the returned goods, we will refund all payments made, except the cost of delivery which is non-refundable.

We will make refunds as soon as possible, and no later than 14 days from the day we have received the returned goods. Refund will be issued using the same means of payment that you used for the initial purchase.

### **1.5 Your Personal Information**

We use the personal information you provide to us in order to supply the item(s) you have ordered to you and to process your payment. All personal data held by us or on our behalf is held in accordance with our Privacy Policy.