

## **TERMS & CONDITIONS**

### **1. Use of the 1Note2Notes Online Shop**

All products are sold subject to the terms and conditions listed here. Please read them carefully before using the website. By using the 1Note2Notes Online Shop you signify your agreement to be bound by these terms and conditions.

### **2. Order Process**

To place an order you will be guided through a series of simple steps on our online shop. Payment details are taken from your card. Following this, we will send to you an order acknowledgement email detailing the products you have ordered. This is not an order confirmation or order acceptance from 1Note2Notes. Order acceptance and the completion of the contract will take place on the dispatch to you of the goods ordered unless we have notified you that we do not accept your order. Non acceptance of an order may be due to; the product being unavailable, non-authorisation of payment or identification of an error in pricing or product description

### **3. Payment**

Payment for goods can be made by any method indicated on our website. Payment should be made and funds cleared before goods have been dispatched. If we unable to apply any goods, we will inform you at the earliest time and a full refund will be given if you have already paid for the products.

### **4. Delivery**

As your goods are dispatched from our warehouse, we will send you a dispatch confirmation email. The creation of the contract between you and us will take place at the point the goods you have ordered are dispatched from our warehouse to be delivered to the designated address or collected from our Retail Premises: **2B Greenleaf Road, Walthamstow E17 6QQ**

### **5. Description of goods**

We have made every effort to display the products featured as accurately as possible. However, we cannot guarantee that your monitor display of the colour, texture or detail of the good will be exactly the same as the actual product. We try to ensure that prices are up to date and accurate but very occasionally an error may occur. If this should happen, we will correct the price and ask you to confirm whether you still wish to purchase the goods at the correct price. If we are unable to we will treat the order as cancelled. We will not accept an order if there is a pricing error.

### **6. Cancellation of goods**

You are entitled to cancel your order that you have placed. You may exercise your right up to 14 days, starting from the day after the goods were received. If you cancel an order after the goods have been delivered you must send them back at your own cost or you will be charged the actual

cost of collecting them. The goods must still be in 'as new' Condition and in its original packaging. Please follow the procedure set out in our Returns policy.

## **7. 1Note2Notes Online Shop One Year Warranty**

The Online Shop One Year Warranty applies to products, purchased on or after 12<sup>th</sup> February 2018 subject to the following conditions;

Defective goods will be repaired free of charge or, at our option, replaced by a fully functional item with similar value and quality providing that the products are returned to us, delivery paid and suitably packaged within one year from the date of purchase, together with a copy of the original sales receipt.

All products are guaranteed for one year period provided that:

- Products are not designed for short term usage or have a natural short life span
- Product have not been subject to damage or loss from ordinary use.
- The manufacturing defects do not relate to a cosmetic or finish fault (including silver plate or lacquer issue)
- The products have not been subject to abuse, mishandling, used beyond the limits specified by the manufacturer or 1Note2Notes and you have complied with the instructions contained in the manual and any technical instruction for use of the products including those relating to maintenance and care.
- The products are not powered with an unsuitable power supply, power source or battery or subject to adverse environmental conditions.
- The products have not been altered by you and any fault in the products have not been caused by use of accessories and /or supplementary or replacement parts which were not original components of the products.
- Any repair or replacement of a defective product within the One year period will not renew or prolong your guarantee beyond the original period.
- In the event that you delay in notifying us of the defect in the product and additional damage is caused by that delay, we reserve the right to reduce our liability accordingly. The above provisions and exclusions do not affect your statutory rights.
- The products were purchased directly from 1Note2Notes online shop and not via a third party marketplace such as Amazon or EBay.

## **8. Exports**

If you are ordering from overseas you may be subject to import duties and taxes, which occur once the goods reach the specified destination. Any additional charges incurred at this point are your responsibility and must be borne by you. For further information please contact your local customs office as policies differ from country to country.

**WE WILL NOT EXPORT TO CERTAIN COUNTRIES, PLEASE ENQUIRE BEFORE PLACING AN ORDER.**

## **9. 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.

# **Privacy Policy**

1Note2Notes Online Store is committed to protecting and respecting your privacy. Please read the following carefully to understand our views and practices regarding your personal data and how we will treat it.

## **What Information Do we collect?**

When you shop on this website we will ask you to input information and will collect personal information from you e.g. your name, email, billing and delivery address, telephone number and payment information. We also monitor customer traffic patterns and website use, which enables us to make improvements to our site and the service we provide.

## **Security**

1Note2Notes Online store take precautions to keep your personal data safe at all times. All of your data will be saved on protected servers and firewalls that use encryption technology to prevent access. We also recommend to use a secure browser when surfing the internet.

## **Use of Information**

We will use your information to help offer a more personalised service. We may use your contacts to provide you with information about products and services which may be of interest to you and we may contact you about these via email or post. You may opt out of receiving this information at any time.

## **Disclosure of your data**

We will not release your personal information to any company outside of 1Note2Notes Online Store for mailing and marketing purposes.

## **Cookies**

We use cookies to help personalise and optimise your shopping experience with us. If you do not accept cookies you may be unable to use areas of this website.

## **Validation of privacy policy**

This privacy policy is valid for all online direct services offered by 1Note2Notes online Store that are accessed under [www.1note2notes.co.uk](http://www.1note2notes.co.uk). We cannot guarantee this policy if using third party websites to access our services.

## **Policy changes**

Any changes to this privacy policy will be posted on this website and will take immediate effect.

## **Contact**

If you have any further questions, comments or queries about our privacy policy, please contact us via email: [info@1note2notes.co.uk](mailto:info@1note2notes.co.uk) Phone: 02085210261 Post: 1Note2Notes Music Academy, 2B Greenleaf Road, Walthamstow, London E17 6QQ.