

Mail Order Terms & Conditions

Returns Policy

Abbeyhorn is committed to providing the highest quality products to our customers, however should a product not meet with your expectations you have the right to a full refund or replacement.

- You must take reasonable care of the goods and must not use them.
- The goods should be returned within 7 working days from the day after they were received.
- You must return the goods in their original packaging and in a re-saleable condition, quoting your Order Number.
- Refunds will be issued within 30 days.
- Replacements will be despatched upon receipt of the returns.
- We advise you to retain proof of posting and adequately insure the goods during any return journey.
- We regret that in these circumstances we cannot refund postage costs.

Cancellation Policy

In addition to the above you also have the right to cancel your order at any time before the goods are delivered.

- You must send a written cancellation notice either by hand delivery, post, fax or email.

Payment

We accept payment by Visa, Visa Delta, MasterCard and Switch.
Your account will be debited upon placing your order.

Delivery

We aim to hold most items in stock and to despatch within 3 working days. Should an item not be available for despatch in this time we will contact you to let you know when we will be able to send your order. Delivery will usually be between Monday and Friday.

UK Orders (*excluding Highlands & Islands & ROI*)

Most deliveries will be made using the Royal Mail Recorded Service, however long items *e.g. walking sticks*, bulky or heavy items *e.g. whole antlers or items over 2kg*, will be sent by courier service - currently DHL.

Next day delivery requires orders to be received by 10.30 a.m.

Delivery charges will be calculated by the weight of your order and will be displayed at checkout. The minimum charge is £3.60.

EU Orders (*including Highlands & Islands & ROI*)

Most deliveries will be made using Royal Mail, however long items *e.g. walking sticks*, bulky or heavy items *e.g. whole antlers or items over 2kg*, will be sent by courier service - currently DHL.

2-3 day delivery requires orders to be received by 10.30 a.m.

Delivery charges will be calculated by the weight of your order and will be displayed at checkout. The minimum charge is £12.60.

ROW Orders

Most deliveries will be made using Royal Mail, however long items *e.g. walking sticks*, bulky or heavy items *e.g. whole antlers or items over 2kg*, will be sent by courier service - currently DHL.

3-5 day delivery requires orders to be received by 10.30 a.m.

Delivery charges will be calculated by the weight of your order and will be displayed at checkout. The minimum charge is £12.00.

Prices

All prices are effective until April 2012, are shown in pounds sterling and include VAT at 20%. Prices exclude the cost of delivery. We reserve the right to make changes, including change in price, content, description, terms, etc. at any time without notice.

Colours, Specifications & Dimensions

All our products are handmade from natural materials, as with all natural materials colours vary greatly. The items you receive will differ in colour from the product photographed (except bone products).

Some products do provide a colour choice option, in this case we will aim to provide a match as close as possible to your choice but reserve the right to substitute the nearest match.

Should you have a specific colour requirement and the colour choice option is not available please contact us on placing your order.

Sizes given are for reference only, as each piece is hand made, dimensions will vary slightly.

Review Terms & Conditions

Abbeyhorn values your feedback - We want our customers to have the information they need to make informed purchases and we'd love to have your help. As an Abbeyhorn customer, you can submit a written review for items you have purchased on our site. We encourage you to share your opinions, both favourable and unfavourable.

When writing your review, please consider the following guidelines:

- Use the product before reviewing it
- Focus on the product's features and your individual experience using it
- Provide details about why you liked or disliked a product
- Be specific and sincere, we welcome your honest opinion, positive or negative and will not remove a review because it is critical.

Avoid:

- Information that changes, such as price or promotional details
- Content not specific to the item being reviewed
- Inappropriate, discriminatory, defamatory language or attitude

- Advertisements, “spam” content, information about other companies, products or websites
- Personal information such as email addresses, URLs, phone numbers, postal mailing addresses or other forms of contact information - we want to protect your privacy!
- Critical or spiteful remarks directed at other reviewers

We reserve the right not to post your review if it contains any of the above content

In addition, if you wish to share feedback with us about typos or inaccuracies, product selection, pricing, ordering, packaging, delivery or other customer service issues, please contact us directly.

Enjoy writing your review!

Data Privacy

Abbeyhorn collects certain personal and non-personal information about you when you visit our site in order to fulfil your requests and improve the sites function:

Non-Personal Information

Navigational information – this allows us to understand how our website is being used and helps us recognise and improve the quality of the features and services we provide.

Browser, domain and service provider information etc – this allows certain personalisation features on our website to function and provides us with information on the general use of our site.

We cannot identify you personally in this way.

Personal Information

The personal information we collect from you may include your name, address, telephone number, e-mail address and credit/debit card information. We will only use the personal information, provided by you, for the purpose for which it was supplied, for example:

- To respond to your enquiries
- To handle orders, process payments and deliver items
- To maintain and update our records
- To comply with legal requirements regarding the detection and prevention of fraud and other illegal activities
- To provide you with information regarding new products, special offers and promotions, with your consent.

Third Parties

Abbeyhorn will never rent or sell the information provided by you to third parties. We do however use third parties to provide services such as delivering packages, processing credit card payments and servicing the website content. These third parties will have access to only the necessary information in order to perform their service and may not use it for any other purpose.

Data Security

Abbeyhorn takes data security very seriously and employs various security measures to prevent unauthorised access to the data we hold.

Firewall software – this protects confidential data stored on the company computers and prevents unauthorised access via the Internet.

Access Level Password Protection – this allows only authorised users of the company computers to access only the personal information they require to fulfil their roles.

Web Site Security – the site is hosted in a secure environment with limited access allowed to authorised personnel only. Customer passwords are saved in a one-way encrypted format. The site uses encrypted data to integrate with our Payment Gateway Sage Pay.

Encryption software - credit card details are collected using Sage Pay (formerly known as Protix). Sage Pay is fully approved as a Level 1 compliant provider under the Payment Card Industry Data Security Standard (PCI DSS). This is the highest level of compliance that can be achieved. Sage Pay collect card details via a 128-bit SSL secured payment page. (The minimum requirement is 40-bit).

Please note e-mail correspondence is not secure and you should never send sensitive information such as passwords or credit card details in this way.

Acceptance

The information above sets out Abbeyhorn's on-line shopping Terms & Conditions.

Please read them carefully before placing your order and print a copy for future reference.