

## Conditions Relating to Your Use of LYTHAM ST ANNES GUITARS.

The terms and conditions described here pertain to the use of, and purchases made through the website LYTHAM ST ANNES GUITARS only. In store purchases are subject to different policies.

### Definitions

Company refers to LYTHAM ST ANNES GUITARS . Goods and services refers to The Goods and services which the company supplies. Purchaser refers to The person who the company is supplying goods and services to.

### Ownership of goods

Legal title in goods shall remain the company's until such time the company receives payment in full of all sums due in respect of goods supplied. If the purchaser fails to make all payments when due, dishonours payment, enters bankruptcy, liquidation, has a receiver or manager appointed over any assets or becomes insolvent, or if the company has reasonable cause to believe that any of these events may occur, the company shall reserve the right without prejudice to any other remedy of the company to repossess the goods and materials without prior notice and the purchaser will permit the company to enter any premises for the such repossession. Deposit Goods reserved with a deposit will be held for a period of up to four weeks from invoice date unless other arrangements are agreed by us prior to deposit. Deposits are non transferable or refundable.

### Delivery / Carriage

Delivery times are approximated. Time for delivery shall not be of the essence unless previously agreed by the company in writing. The company's charge for delivery may not represent the actual cost paid by the company to it's courier. The company reserves the right to charge the purchaser the full cost of carriage on unwanted goods.

### Shortages & Damage in transit

Any shortages or damages must be reported to the company within 24 hours or next working day from the delivery date.

### Returns

The company will not accept any returns without a valid returns authorisation. All mail order returns must be notified within 14 days of delivery date. It is the purchasers responsibility to return any unwanted products to the company in the condition that they were received, in the original packaging and with a copy of the sales receipt. A free collection will be made by the company in the case of faulty or incorrectly supplied goods. Unwanted goods must be returned at the purchasers expense. The company reserves the right to make a re-stocking charge in the case of goods incorrectly purchased. We will also reclaim the original shipping costs at cost price for returned goods from a refund even in the case of "free delivery".

Items that are specially ordered for a customer or made to order can only be returned if they are faulty. LYTHAM ST ANNES GUITARS cannot accept any responsibility for the suitability of a special order but will endeavour to provide the best guidance possible.

Please allow up to 3 working days for refunds to be processed.

### Privacy policy

This website and its owners take a proactive approach to user privacy and ensure the necessary steps are taken to protect the privacy of its users throughout their visiting experience. This website complies to all UK national laws and requirements for user privacy. Here is our GDPR statement in downloadable .pdf format (<http://lythamstannesguitars.co.uk/gdpr%20statement%20-%20aug%202018.pdf>)

This website uses tracking software to monitor its visitors to better understand how they use it. This software is provided by Google Analytics which uses cookies to track visitor usage. The software will save a cookie to your computers hard drive in order to track and monitor your engagement and usage of the website, but will not store, save or collect personal information. You can read Google's privacy policy here for further information [<http://www.google.com/privacy.html>]. No personal information is stored, saved or collected.

#### Instore Purchases

All deposits for goods and services are non-refundable and non-transferable.

All new goods are covered by a full uk manufacturers warranty.

All used goods are sold as is.