



TERMS & CONDITIONS

These terms and conditions govern the sale of products by us Jersey War Tunnels Ltd to you, the customer on the www.jerseywartunnels.com website. These terms and conditions constitute the entire agreement between Jersey War Tunnels Ltd, whose registered address is Les Charrieres Malorey, St Lawrence, Jersey JE3 1FU, Channel Islands and you the customer. Please read these conditions carefully before purchasing any products. By ordering from Jersey War Tunnels Ltd, you signify your agreement to be bound by these terms and conditions.

Before you place an order, if you have any questions relating to these terms and conditions please contact our Customer Service Team by **e-mail info@getrefined.com**

Orders for products from our website are accepted on the following terms and conditions: -

1. Accuracy of website information:

We have used every effort to ensure that information on our website is accurate. No warranty is however given as to the accuracy of information provided.

2. Order confirmation:

By placing an Order, you make an offer to us to purchase the Products you have selected on these terms and conditions. We may or may not accept your offer at our discretion. If we accept your Order, we will notify you of our acceptance by issuing an Order Confirmation. We will send your Order Confirmation to you by e-mail provided you have indicated an e-mail address on your Order Form. A contract will thus be formed between us on our sending that e-mail.

3. Price and payment:

- i. The price payable by you will be the price of the product as advertised on our website at the time of acceptance of your order; except in the case of manifest error when the provisions of paragraph 2 above will apply.
- ii. Prices are quoted inclusive of Value Added Tax at the applicable rate.
- iii. Payment will be made by credit card/debit card when we accept your order. Any refunds payable will normally be made as a credit to your payment card.

4. Delivery time:

Your order will normally be dispatched within seven days of receiving your order. You should expect a delivery time of 4-10 business days. Please bear in mind these are approximations and during busy periods i.e. Christmas delivery may be slightly longer. Please note that we will need to wait 20 days from the date of ordering before we can investigate the non arrival of any item(s).

Overseas delivery times will vary and you should allow up to 28 days for delivery.

5. Import Duty

i) If you order Products from our site, they may be subject to import duties and taxes which are levied when the delivery reaches the specified destination. You will be responsible for payment of any such import duties and taxes. Please note that we have no control over these charges and cannot predict their amount. Please contact your local customs office for further information before placing your order.

ii) Please also note that you must comply with all applicable laws and regulations of the country for which the products are destined. We will not be liable for any breach by you of any such laws.

6. Order Cancellation and Returns:

Orders may be cancelled up to 14 days after delivery. You must return the product to us unused, with the seal intact and with the original documentation (as sent with each parcel). You must provide written confirmation of your order number and an explanation of the reason for cancellation. Delivery costs of returning any product will be payable by you, unless due to error on our part. We will credit your credit card or issue a refund once the Product(s) has/have been inspected and deemed complete and in good condition by us.

All returns should be addressed to:

Jersey War Tunnels Ltd
11 Peter Street
St Helier
Jersey
JE2 4SP

7. Our right to vary these terms and conditions

i) We have the right to revise and amend these terms and conditions from time to time.

ii) You will be subject to the policies and terms and conditions in force at the time that you order products from us, unless any change to those policies or these terms and conditions is required to be made by law or governmental authority (in which case it will apply to orders previously placed by you), or if we notify you of the change to those policies or these terms and conditions before we send you the Dispatch Confirmation (in which case we have the right to assume that you have accepted the change to the terms and conditions, unless you notify us to the contrary within seven working days of receipt by you of the Products).

8. Limitation of Liability

Our liability to you for breaking any of these Terms and Conditions is limited to refunding any money you've already paid for items that you haven't received or that you've returned within the agreed time scales and in the required condition. We will not be liable for any other loss or damages, unless the loss or damages are caused by our negligence or our breach of these terms and conditions.

We do not accept liability for any errors and omissions and reserve the right to change information, prices, specifications and descriptions on the website jerseywartunnels.com and any of our associated websites. We will endeavour to do our best to correct errors and omissions as soon as practicable after we become aware of them. We shall be under no obligation to dispatch an order for a product that has been advertised at an incorrect price but we shall give you the option to either cancel the order or confirm the order at the correct price.

Liability for any direct, indirect or consequential loss or damage from use of the products is excluded to the extent permitted by law. Your statutory rights will not be affected.

9. Privacy:

Jersey War Tunnels Ltd respects your privacy and only collects the information necessary to facilitate the delivery of our products to our Customers. All information is kept confidential and secured. We may periodically send emails to our Customers informing them of updates to our services.

Our Website has security measures in place to protect the loss, misuse and alteration of the information under our control. Certain areas of our site use industry standard SSL to encrypt sensitive data. We record the IP address of persons submitting orders to aid fraud prevention and will disclose any information necessary to fully co-operate with law enforcement authorities in investigating suspected lawbreakers.

We collect Contact and Delivery information (e.g. name, billing address, delivery address and email address) The Customer's Contact and Delivery information is used to get in touch with the Customer when necessary and to supply products as ordered. For your added security all payment pages are hosted and processed by Worldpay which means that we don't hold records of your credit card details.

A cookie is a piece of data stored on the user's hard drive containing information about the user. Jersey War Tunnels Ltd utilises cookies to enable our systems to recognise your browser and to provide personalised features.

Jersey War Tunnels Ltd may amend this policy from time to time.

Should you wish to close your account, please contact our Customer Services Team on info@getrefined.com who will be happy to organise this. Once you cancel your account you will no longer be able to shop online or receive e-mails from us. You can re-register at a later date using the same email address, however any historic order information will not be available to view.

You will be responsible for all activities and orders that occur or are submitted under your password. If you know or suspect that someone else knows your password you should notify us by contacting our Customer Services Team immediately by emailing info@getrefined.com or calling +44 (0) 1534 720200

10. Law:

These terms shall be governed by and construed in accordance with Guernsey law, and only Guernsey courts will decide any disputes. If any of these product terms are held by any court of competent authority to be unlawful, invalid or unenforceable, whether in whole or in part, this will not affect the validity of the remaining terms, which will continue to be valid and enforceable to the fullest extent permitted by law.