

John Zack - TERMS AND CONDITIONS

At John Zack we want you to benefit from this multi-purpose website but we do have a few rules. These terms and conditions are not surplus small print but form the basis on which you can visit us and get the most from our website. Please take the time to read them carefully as they contain important information.

General terms and conditions

This site is owned and operated by John Zack Retail Ltd of 63, Great Titchfield Street London W1W 7PR, United Kingdom. If you have any queries about these terms and conditions or if you have any comments or complaints about our website, you can contact us at info@johnzackonline.com You must be at least 18 years of age to order goods through this website.

Ownership of rights

All rights, including copyright, in this website are owned by or licensed to John Zack Retail Ltd. Any use of this website or its contents, including copying or storing it or them in whole or part, other than for your own personal, non commercial use, is prohibited without our permission. You may not modify, distribute or repost anything on this website for any purpose.

The contract between us

We must receive payment of the whole of the price for the goods that you order before your order can be accepted. [Once payment has been received by us we will confirm that your order has been accepted by sending an email to you at the email address you provide in your order form] Our acceptance of your order brings into existence a legally binding contract between us.

Accuracy of content

We have taken care in the preparation of the content of this website, in particular to ensure that prices quoted are correct at the time of publishing and that all goods have been fairly described. Any weights, dimensions and capacities given about the goods are approximate only.

Availability

All orders are subject to acceptance and availability. We do aim to have all products displayed on the website in stock and available for immediate delivery. But if the Goods you have ordered are not available from stock, we will contact you by e-mail. You will have the option either to wait until the item is available from stock or to cancel your order.

Ordering errors

You are able to correct errors on your order up to the point on which you click on “buy” during the ordering process.

Price

The prices payable for goods that you order are as set out in our website. All prices are inclusive of VAT at the current rates and are correct at the time of entering information.

Wherever it is not possible to accept your order to buy goods of the specification and description at the price indicated, we will advise you by email, offer to sell you the goods of the specification and description at the price stated in the email and will state the period for which the offer or the price remains valid.

Payment terms

We will charge your credit or PayPal account for payment upon receipt of your order unless delivery cannot be fulfilled within 30 days. We accept no liability if a delivery is delayed because you did not give us the correct payment details. If it is not possible to obtain full payment for the goods from your account then we can cancel the contract and or suspend any further deliveries to you. This does not affect any other rights we may have

Acknowledgement and acceptance of your order

You will need to provide us with your e-mail address and we will notify you by e-mail as soon as possible to confirm receipt of your order and e-mail you again to confirm details. An acceptance of your order will take place on despatch of the good(s) ordered.

Delivery charges

Delivery charges vary according to the weight of goods ordered and the location of your delivery and cannot be refunded.

NOTE: For customers living in the UK the delivery is inclusive, for customers living outside the UK the postage will be exclusive and you will be informed about the additional cost via e-mail - payment will be requested in accordance with the postage price for your specific location.

Our delivery charges are fully set out at [shipping & returns](#).

Delivery

- All goods will be despatched for arrival as quickly as possible, within a maximum time of 21 days of your order.
- You will be required to pay extra for delivery (outside the UK) and it might not be possible for us to deliver to some locations.
- We will deliver the goods to the address you specify for delivery in your order. It is important that this address is accurate. We cannot accept any liability for any loss or damage to the goods once they have been delivered, in accordance with your delivery instructions (unless this is caused by our negligence). We will aim to deliver the goods by the date quoted for delivery but delivery times are not guaranteed. If delivery is delayed due to any cause beyond our reasonable control, the delivery date will be extended by a reasonable period and we will contact you to arrange an alternative time.
- You will become the owner of the goods you have ordered when they have been delivered to you. Once goods have been delivered to you they will be held at your own risk and we will not be liable for their loss or destruction.

Risk and ownership

Risk of damage to or loss of the goods passes to you at the time of delivery to you; or if you fail to take delivery at the agreed time, the time when we tried to deliver. You will only own the goods once they have been successfully delivered and when we have received cleared payment in full. Goods supplied are not for resale.

Cancellation rights

Under the Distance Selling Regulations you have the legal right to cancel your order within seven days of receipt of your goods (with the exception of any made to order items). You do not need to give us any reason for cancelling your contract nor will you have to pay any penalty. However, you will need to notify us if you wish to cancel your contract.

- If you have received the goods before you cancel your contract then you must send the goods back to our contact address at your own cost and risk. If you cancel your contract but we have already processed the goods for delivery you must not unpack the goods when they are received by you and you must send the goods back to us at our contact address at your own cost and risk as soon as possible.
- Once you have notified us that you are cancelling your contract, any sum debited to us from your credit card will be re-credited to your account as soon as possible and in any event within 30 days of your order provided that the goods in question are returned by you and received by us in the condition they were in when delivered to you. If you do not return the goods delivered to you or do not pay the costs of

delivery, we will be entitled to deduct the direct costs of recovering the goods from the amount to be re-credited to you.

- You will be re-credited for the costs incurred in returning faulty or unsatisfactory goods.

Cancellation by us

We reserve the right to cancel the contract between us if:

- we have insufficient stock to deliver the goods you have ordered;
- we do not deliver to your area;
- one or more of the goods you ordered was listed at an incorrect price due to a typographical error or an error in the pricing information received by us from our suppliers.

If we do cancel your contract we will notify you by e-mail and will re-credit to your account any sum deducted by us from your credit card/PayPal as soon as possible but in any event within 30 days of your order.

Liability

If you do not receive goods ordered by you within 30 days of the date on which you ordered them, we will have no liability to you unless you notify us in writing at our contact address of the problem within 30 days of the date on which you ordered the goods

If you notify a problem to us under this condition, our only obligation will be, at your option:

- to make good any shortage or non-delivery;
- to replace or repair any goods that are damaged or defective;
- or to refund to you the amount paid by you for the goods in question in whatever way we choose.

Both parties shall only be liable under this contract for losses, which are a reasonably foreseeable consequence of the relevant breach of contract

You must observe and comply with all applicable regulations and legislation, including obtaining all necessary customs, import or other permits to purchase goods from our site. We make no representation and accept no liability in respect of the export or import of the goods you purchase.

Notwithstanding the foregoing, nothing in these terms and conditions is intended to limit any rights you might have as a consumer, under applicable local law or other statutory rights that may not be excluded nor in any way to exclude or limit our liability to you for any death or personal injury resulting from our negligence.

Changes to legal notices

We reserve the right to change these terms and conditions from time to time and you should look through them as often as possible.

Law, jurisdiction and language

This website, any content contained therein and any contract brought into being as a result of usage of this website are governed by and construed in accordance with English law. Parties to any such contract agree to submit to the exclusive jurisdiction of the courts of England and Wales. All contracts are concluded in English.

Invalidity

If any part of these terms and conditions is unenforceable (including any provision in which we exclude our liability to you) the enforceability of any other part of these conditions will not be affected.

Privacy

You acknowledge and agree to be bound by the terms of our privacy policy.

Damage to your computer

We try to ensure that this website is free from viruses or defects. However, we cannot guarantee that your use of this website or any websites accessible through it will not cause damage to your computer. It is your responsibility to ensure that the right equipment is available to use the website. Except in the case of negligence on our part, we will not be liable to any person for any loss or damage which may arise to computer equipment as a result of using this website.

Links to other websites

We accept no responsibility for web sites or other information, practices or products of other parties linked to the Website. Your dealings with persons found via the Website are between you and such persons and we will not be liable for any loss or damage arising out of such dealings.

Third party rights

Nothing in this Agreement is intended to, nor shall it confer any rights on a third party.