



# Lamp-Post Pet Supplies

## Terms and Conditions (boring ...but important)

This Information Section is split into the five parts listed below. In total they represent our 'Terms and Conditions'. In purchasing from us you agree to abide by those terms and conditions. You will be required to signify your acceptance of these terms and conditions on the Checkout pages.

A contract of sale will be deemed to exist between Lamp-Post Pet Supplies and you (the customer) from the time that goods you order are packaged and ready for despatch from our shop. You should therefore be sure that you read and understand all of the information contained within these Sections.

These terms and conditions are governed by the laws of England. All disputes arising out of your access to our website are subject to the exclusive jurisdiction of the English courts. If any of these terms or conditions is deemed invalid or unenforceable for any reason (including, but not limited to the exclusions and limitations set out herein) then the invalid or unenforceable provision will be severed from these terms and conditions and the remaining provisions will continue to apply.

Please click on any of the items below to be taken to the relevant page:

**Part 1 - [About Us](#)**

**Part 2 - [Privacy Policy](#)**

**Part 3 - [Returns Policy](#)**

**Part 4 - [Delivery and Delivery Charges](#)**

**Part 5 - [Payment Methods](#)**

**[Offline Payments](#)**

**[Secure Online Payments](#)**



# Lamp-Post Pet Supplies

## About Us

Lamp-Post Pet Supplies is the trading name of Marion Elizabeth Farrell and Patrick James Farrell.

Our shop is located at:

101 High Street  
HYTHE  
Kent  
CT21 5JH  
United Kingdom

From within the UK our telephone number is: 01303 265982

From outside of the UK our telephone number is: +44 1303 265982

Our e-mail address is: [pets@lamp-post.co.uk](mailto:pets@lamp-post.co.uk)

Our VAT Registration Number is: GB 530 5846 52

Our Bankers are:

Bank:	National Westminster Bank plc
Branch:	Hythe, Kent
Sort Code:	52-41-42
Account No:	09281347

From Overseas:

Bank	NatWest plc
SWIFT/BIC:	NWBK GB 2L
IBAN:	GB60 NWBK 5241 4209 2813 47



# Lamp-Post Pet Supplies

## YOUR PRIVACY

At Lamp-Post Pet Supplies we treat very seriously the subject of customer privacy.

All information gathered on our web site is strictly for our accounting use and is not shared with any other entity, public or private, for any reason (except, of course, where we are required by law to divulge information). We will not sell or give away any lists or other data that we may retain and we do not purchase such information from other sources. Personal Information collected on order forms, with the exception of credit/debit card details, is not stored except to allow us to track consulting issues. We do not send out promotional or advertising e-mails.

### To process your order, we need to know your:

name

e-mail address

cardholder's name and address

credit/debit card details (if paying by those means)

delivery address

telephone number (if ordering by e-mail)

### IP Addresses

IP addresses are collected to help us to trace the source of fraudulent orders and to identify regular abusers of the site.

### Computer Log Information

Our servers (like most Internet servers) track IP addresses and referring pages to help with site maintenance and improvements. This data is viewed only as anonymous statistics to show the busiest times of the day or week, pages with errors and how effective our advertising has been. This information is not used for any other purpose.

### Information Correction or Removal

If you wish to correct, update or remove any information about you that may be in our records, please e-mail us with the details of your request. If you wish to contact us further, you will find complete contact information on our contact page.

### "Remember Me"

On the Checkout page you will find a box asking if you wish your information to be automatically entered the next time you visit the site. If you tick the box a small file (called a 'cookie') will be stored on your own computer. No information is stored on our computers or servers.

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# Lamp-Post Pet Supplies

## Returns, Cancellations and Refunds

We want you to be 100% satisfied with your experience at Lamp-Post Pet Supplies. If you aren't happy with something you purchased, please return it. A contract of sale will be deemed to exist between Lamp-Post Pet Supplies and you (the customer) from the time that the goods are prepared for despatch from our shop. You should therefore be sure that you read and understand the following.

You have the right to cancel your order up to seven days after receipt of the goods. However, you are responsible for the safekeeping of goods whilst they are in your possession and they must be returned in original condition and in the original manufacturers packaging.

If you are returning goods because they are faulty or because of an error on our part we will gladly give you a 100% refund including carriage costs.

However, if the product is what you ordered we will deduct the carriage charges from your refund and you will be responsible for paying return carriage charges. In addition, if the goods have had to be especially ordered or adapted by us then we reserve the right to charge a 25% restocking fee.

If your package arrives damaged please report it to us immediately. You must also report any damaged packages to the carrier at the time of receipt. We cannot issue a refund for any damaged product, or carriage charges for that product, if both of these procedures have not been followed.

We refund carriage costs only if the return is a result of our error. If you decide that the product was a mistake on your part the item's postage must be paid by you to return it.

You may cancel your order by telephone before it is shipped and, unless the goods have been made or altered to your specifications, you will not incur any charge.

When returning an item, please contact us in advance to notify us of the return let us know the reason for the return.

### **Further information:**

The Office of Fair Trading in the UK provides advice and information concerning your rights when shopping from home and on line shopping which you can read on their consumer website at [www.consumerdirect.gov.uk](http://www.consumerdirect.gov.uk).



# Lamp-Post Pet Supplies

## DELIVERY/DELIVERY CHARGES

### General

Most orders are dispatched within 2 working days. However, it would be impossible for us to stock all colours and sizes of each and every item, although we try to maintain a stock of the most requested sizes and colours.

Items not in stock at the time you place your order can usually be obtained within one week. Some items, though, may take up to six weeks to be delivered to us. If there will be a delay in dispatching your goods you will be notified at the earliest opportunity.

Should you decide that you do not wish to wait for an item to arrive in stock you may, of course, cancel the order and receive a full refund of any monies paid.

Sorry, but we do not ship orders first and invoice later - all orders must be paid for prior to despatch.

[Click here for UK delivery information](#)

[Click here for overseas delivery information](#)

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# Lamp-Post Pet Supplies

## UK Delivery

On the second Checkout page you will be asked whether you would like to have your order delivered or whether you wish to collect your order from our shop.

If you elect to collect your goods then obviously there will be no carriage charges. Your goods will be packed and ready for you when you arrive at the shop.

If you wish to have your goods delivered, you may choose between Standard Post (normally Royal Mail 1st class/standard parcels service), or Express delivery (either a next working day or 2 working day service). A courier may be used to deliver where Standard Post is selected if we consider it to be more appropriate. If you have any particular requirements please let us know. Please note that delivery times are from the date of dispatch, not from the date of order.

Please ensure that someone will be available at the delivery address to accept the goods. If you request that items are left without a signature or at an insecure location then this will be done, but at your own risk. There is provision on the checkout pages for a delivery address to be given in addition to the invoice address. This may, for example, be a work address or a neighbour and is a much safer option if there is a possibility that no-one will be at home to receive a delivery.

### Courier Delivery

If no-one is available at the delivery address to sign for a parcel and in the absence of any specific instructions (for example to leave without a signature or with a neighbour) then the goods will be returned to the courier company depot. A card will be left at the delivery address which will provide details of how to arrange a redelivery or how to arrange to collect the parcel from the depot. After two failed delivery attempts a third attempt may be made but may be subject to an additional charge. You will be responsible for payment of this charge.

If a re-delivery has not been arranged or the parcel is not collected from the depot within a reasonable period then the goods will be returned to us. The courier will levy a further charge for doing so and an additional charge for storage for each day after the first three days. You will be held responsible for these charges.

### Free Delivery

If you live within our delivery area you can take advantage of our free delivery service. [Click here to see the approximate area covered](#). To take advantage of this you must select the "I will Collect/Local Delivery" option on the Checkout pages.



# Lamp-Post Pet Supplies

## UK Delivery (Contd)

### UK Delivery Charges

Delivery is charged according to the total weight of the order. For UK Mainland, using the standard service, these charges are as follows:

<b>Weight</b>	<b>Charge (Including VAT)</b>
<b>Up to 250g</b>	<b>£3.00</b>
<b>251g - 500g</b>	<b>£3.65</b>
<b>501g - 750g</b>	<b>£4.30</b>
<b>751g - 1 kg</b>	<b>£5.06</b>
<b>1.01 kg - 1.5 kg</b>	<b>£5.75</b>
<b>Over 1.5 kg</b>	<b>£6.32</b>

If you have any special requirements concerning carriage (e.g. registered post or a specific courier) please let us know at the time you place your order since this may affect the cost.

There are no additional shipping charges for UK offshore islands or to the Highlands and Islands of Scotland when Royal Mail is used. However, courier services invariably charge extra for delivery to these areas.



# Lamp-Post Pet Supplies

## Overseas Delivery

### VAT

VAT will not be levied on EU customers (outside of UK) who are registered for VAT (or its equivalent) in their own country, provided that they provide their VAT registration number when ordering. For non-EU destinations VAT is not charged.

### Delivery Charges

Shipping charges are given for guidance only since the actual cost will depend upon a combination of the weight and dimensions of the packed order and the country to which it is shipped. We will contact you by e-mail with the actual shipping cost if it is greater than that quoted. We will refund any difference should the shipping charge be lower than that calculated

If you have any special requirements concerning carriage please let us know at the time you place your order since this may affect the cost.

The shipping charges given are for delivery by Air Mail or by Courier service as appropriate. Delivery by surface mail is also possible and is usually considerably cheaper. If you would like your goods sent using surface mail then please let us know and we will adjust the cost accordingly. Please note that tracking is not available for goods sent by Air Mail.

If you choose surface mail you should be aware that delivery times may be up to two weeks for Western Europe, four weeks for Eastern Europe and up to eight weeks to other parts of the world. Air Mail/Courier delivery times are usually under seven days.

We cannot be held liable for any Customs charges, local taxes or import duties levied under local regulations. If you are in any doubt about what these may entail, you should consult your local Customs & Excise Office before ordering.

Some items cannot be shipped to all countries because of import or postal restrictions. For example, we cannot ship pressurised containers (aerosol sprays) outside of the UK. If in any doubt, please check your local regulations before you order.

Sorry, but we do not ship orders first and invoice later - all orders must be paid for prior to despatch.



# Lamp-Post Pet Supplies

## Payment Options Secure Online Payments

Secure Online Payments can be made by:

Visa  
Mastercard  
JCB  
Solo  
Visa Electron  
Visa Delta  
Maestro (UK cards only)  
PayPal

### Credit/Debit Card

If you wish to pay by Credit or Debit Card you should select this option at the checkout. **Before entering any personal details be sure to check the URL in the address bar of your browser begins <https://www>.** This is an indication that you are on a secure page and that your information is safeguarded. All information you enter is encrypted using 128 bit encryption. You should also see a locked golden padlock (it's position varies, depending upon which browser you are using) which is further proof of the security of the site.



You may also pay using PayPal. Customers in some countries may need to set up a PayPal account to use this service. Again, there is no charge for this service.

At the Checkout stage select PayPal as your payment method. After entering your details you will be taken to PayPal's secure site to complete the transaction. If you do not already have a PayPal account you will be invited to open one. We will receive notification of your payment and your goods will be dispatched. Please note, however, that if the payment is by a PayPal e-cheque the payment may take up to 10 days to clear into our account.

## Payment Terms

**Our usual terms are for payment before dispatch of goods. Where we permit customers to pay after dispatch of goods then payment must be made by the date stipulated. Failure to do so will result in an interest charge (currently 17.9% per annum) to be added to the total. This will be calculated as compounded interest on a daily basis from the due date.**

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# Lamp-Post Pet Supplies

## Offline Payments

We accept offline payment by:

Visa  
Mastercard  
JCB  
Solo  
Visa Electron  
Visa Delta  
Maestro (UK cards only)  
UK Cheque/UK Postal Order  
Bank Transfer

### Payment By Card

At the Checkout stage of the transaction you will be asked to select a payment method. You should select 'Please call me for payment ' and then continue with the checkout process. You will receive an e-mail from us acknowledging the order. Once we receive your order we will contact you to confirm the order, availability of stock etc., and we will take your card details at that time.

**Do not send your card details by unencrypted e-mail. If you send your details using PGP encryption, please remember to also send your public key.**

Your card will be not be charged until the goods are ready for despatch.

### Payment By UK Cheque or UK Postal Order

You may also pay by UK cheque or Postal Order. At the Checkout stage of the transaction, you should select 'Cheque/Postal Order/Bank Transfer' as your payment method. You will then receive an e-mail from us acknowledging the order and providing you with an order number. You will need to post your cheque or Postal Order to us at:

Lamp-Post Pet Supplies  
101 High Street  
Hythe  
Kent  
CT21 5JH

Please write your name and address and order number on the back of the cheque.

Goods will be dispatched immediately if a Postal Order is received but goods will not be dispatched until a cheque has cleared. We have been advised by our bank that clearance of cheques now takes up to 10 days.



# Lamp-Post Pet Supplies

## Offline Payments (contd)

### Payment By Bank Transfer

If you have online or telephone banking and wish to pay by bank transfer.

At the Checkout stage of the transaction, you should select 'Cheque/Postal Order/Bank Transfer' as your payment method. You will then receive an e-mail from us acknowledging the order and providing you with an order number.

Our bank details are:

Bank: National Westminster Bank Plc  
Branch: Hythe, Kent  
Sort Code: 52-41-42  
Account Number: 09281347

Or, from overseas:

Bank: NatWest plc  
BIC/SWIFT: NWBK GB 2L  
IBAN: GB60 NWBK 5241 4209 2813 47

Please give your Order Number as a reference.

**Please note that you will also need to pay any bank charges arising from the bank transfer payment before your order can be dispatched.**

### Payment Terms

**Our usual terms are for payment before dispatch of goods. Where we permit customers to pay after dispatch of goods then payment must be made by the date stipulated. Failure to do so will result in an interest charge (currently 17.9% per annum) to be added to the total. This will be calculated as compounded interest on a daily basis from the due date.**

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# Lamp-Post Pet Supplies

## Free Delivery Area

This map shows roughly the extent of our free delivery area. If you are unsure whether or not you qualify, please telephone us for advice.

[Click here to return to Delivery page](#)

