

Terms & Conditions

PLEASE READ THE TERMS AND CONDITIONS CAREFULLY BEFORE PLACING AN ORDER FROM DACTYL PUBLISHING LIMITED AND RETAIN A COPY OF THEM AND YOUR ORDER FOR FUTURE REFERENCE. BY CONTINUING WITH A PURCHASE IT IS DEEMED THAT YOU HAVE READ, UNDERSTOOD AND AGREE TO THESE TERMS AND CONDITIONS.

Terms

The terms of sale set out here apply to goods supplied by Dactyl Publishing Limited, ordered from the Dactyl Publishing Limited website shop at shop.dactylpublishing.com. Dactyl Publishing Limited reserves the right to change these Terms and Conditions without notice to you in relation to future sales. These terms do not create any rights to any parties other than the purchaser.

Orders and Prices

Dactyl Publishing Limited use Sage Pay as their online purchasing system. All prices are shown in UK pounds sterling and include VAT and delivery.

The description and price of goods will be as shown on the website at the time you place your order. Every effort will be made to ensure that prices shown on the website are accurate at the time of purchase. If an error is discovered prior to despatch of your order, Dactyl Publishing Limited will inform you as soon as possible and offer you the option of reconfirming your order at the correct price or cancelling your order.

Orders of goods shown on the website can also be placed by telephone, fax or email.

Dactyl Publishing Limited currently do not have the ability to supply goods to destinations other than the UK via the website.

Dactyl Publishing Limited is under no obligation to accept any order.

Delivery

All delivery times quoted on the Dactyl Publishing Limited website are estimates based on availability, normal processing and delivery times.

Goods ordered will be delivered to the address given when the order was placed, subject to receipt of an order confirmation email.

If Dactyl Publishing Limited are unable to deliver your order within 30 days of final approval from school, we will inform you as soon as possible and you will be entitled to cancel the order and obtain a full refund that will be paid to the credit or debit card with which you originally paid for your order.

Dactyl Publishing Limited is not liable for any loss or damage suffered by you through any unavoidable delay in delivery of an order. Dactyl Publishing Limited is not liable for any damage which occurs to an order after a delivery has been made.

Payment Security & Payment Terms

Dactyl Publishing Limited uses Sage Pay to collect and process transaction information. Please refer to the Sage Pay website for details of the security policy, www.sagepay.co.uk/policies

Dactyl Publishing Limited is not liable for any unauthorised access to information supplied by you.

Dactyl Publishing Limited does not disclose buyer's information to third parties. Please see our privacy statement for further details.

For goods which are bought on account, our standard payment terms are 30 days end of month.

Returns & Refunds

Occasionally we know you may want to return items and by law you have the right to cancel the purchase of most items within 14 days of receipt without giving any reason. Please refer to 'What You Can't Send Back' for items that cannot be cancelled or refunded.

You also have statutory rights where goods are not as described, not fit for purpose or not of satisfactory quality.

You are responsible for returning the item within 14 calendar days of cancelling and refunds will be paid within 14 calendar days after returning the goods, or receipt of evidence that they were returned.

If you return a defective, damaged or incorrect item, you'll be refunded for postage and packaging for delivery of the item to you.

Dactyl Publishing Limited accept no responsibility for goods damaged or lost in transit.

In all cases, please contact Dactyl Publishing Limited within 14 days of receipt of goods by telephone, email or by using the Returns Form on our website.

What You Can't Send Back

Some items are non-cancellable and non-refundable. Anything that has been made to your specific requirements (e.g. bespoke cover reading records), is decorated (e.g. school hoodies) or otherwise can't be resold due to a bespoke element, cannot be cancelled or refunded.