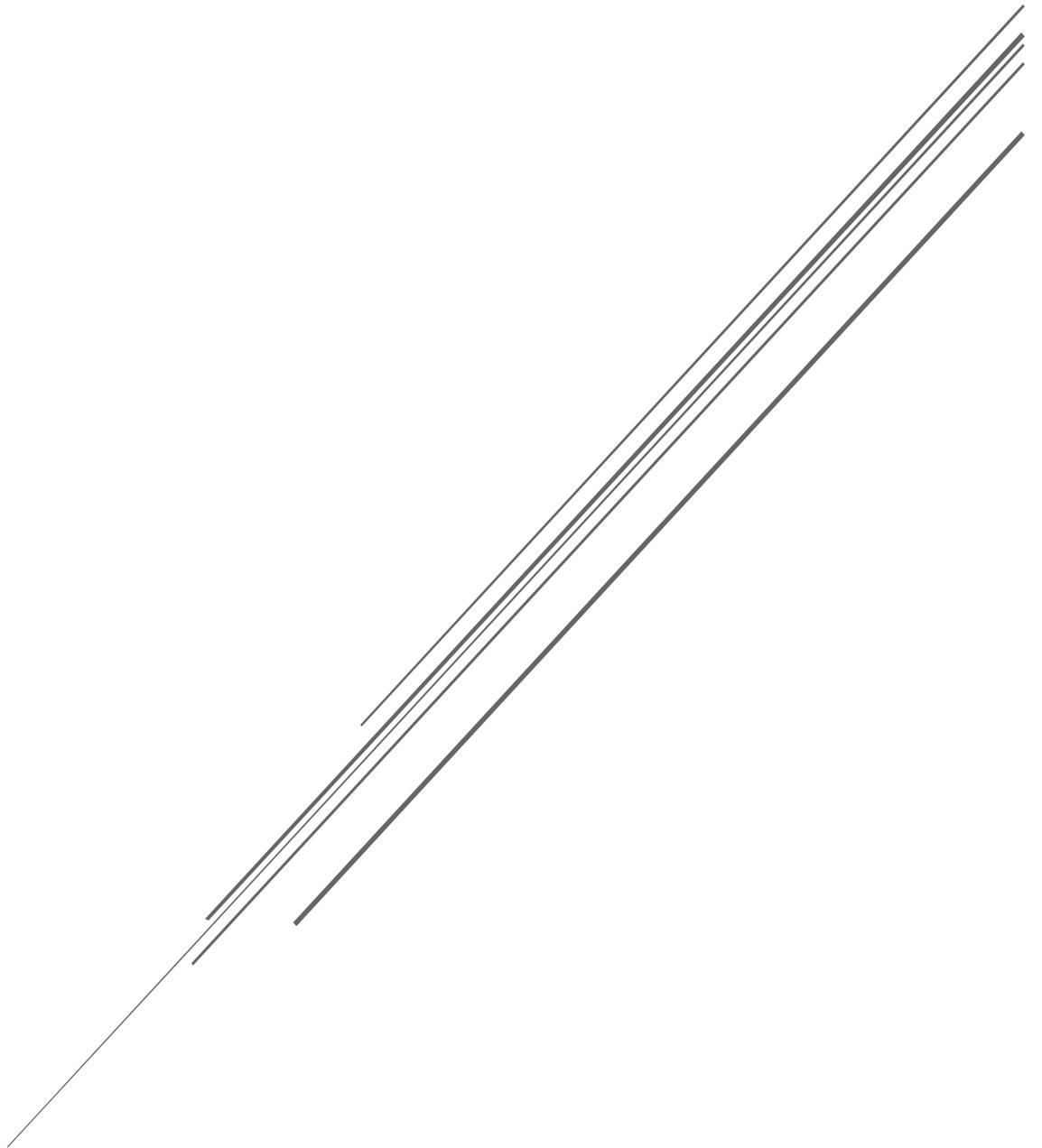


# TERMS & CONDITIONS

## GOODS AND MEMBERSHIP



Norfolk Record Society  
September 2018

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## **1. About Us**

Norfolk Record Society ("The Society") is a Registered Charity No 249331. All the services offered by the Society are provided by volunteer members. There are no paid employees.

## **2. Prices**

The prices which are shown against each product or service do not include the shipping costs to either UK or Overseas addresses. Those prices are valid for orders placed at the time via the Norfolk Record Society website at [www.norfolkrecordsociety.org.uk](http://www.norfolkrecordsociety.org.uk) or on printed order or membership forms.

## **3. Ordering**

The Society provides its members and the public with a number of services and the opportunity to purchase or renew membership of the society via our website and paper forms. The society offers various types of membership for individuals and organisations. It is also possible to purchase society publications, which are still in print and in stock via our website.

## **4. Payments**

For online purchases, we accept payments via Paypal, where most credit/debit cards are accepted. Purchases made via a paper form require payment by sterling cheque, made payable to Norfolk Record Society and posted to the Norfolk Record Society c/o 33 The Ridgeway, Norwich, Norfolk, NR1 4ND. Cash payments can only be accepted in person at an event.

## **5. Consumer Protection (Distance Selling) Regulations 2000 as amended**

- 5.1. "Distance selling" means all sales of goods and the provision of services other than face to face, including transactions using the internet, by mail order, telephone and advertising in magazines, newspapers and periodicals.
- 5.2. The Society's facilities may be provided either by the use of interactive online orders, or by the completion of an order form which is then sent by post.
- 5.3. In the case of online orders, the financial side of the transaction is performed by Paypal's secure services. The Society never sees the user's financial details such as credit card details. Confirmation of a transaction will be given directly on the website and confirmed by an e-mail from Paypal.
- 5.4. Orders made by post are not supported by use of credit card. Such orders are accepted only when accompanied by sterling cheque payment.

## **6. Delivery**

- 6.1. Orders are expected to be processed within 15 working days (3 weeks).
- 6.2. Where transactions are for deliverable items, these will be sent out by UK post. Overseas delivery is by Surface Mail and the customer is responsible for payment of any Local Taxes and Import Duties levied in the country of delivery.

- 6.3. The Society is run entirely by volunteers, and due to holiday arrangements and for other reasons we will occasionally be unable to meet this timescale.
- 6.4. Some items do not require physical delivery, e.g. membership renewals, bookings for events. For these, confirmation of the transaction is provided either directly on the website, or by a subsequent e-mail.
- 6.5. In the case of new members joining the Society, publications and membership welcome information may not arrive within the time frame shown above. These are processed in batches, and the timing of each batch may be subject to delays.

## **7. Cancellations and refunds**

### **7.1. Deliverable goods (Publications, etc.)**

- 7.1.1. A customer has the right to cancel an order for deliverable goods within seven working days after receipt of the goods. This seven-day "cooling-off" period excludes Saturdays, Sundays, and Bank Holidays.
- 7.1.2. Notification of intention to cancel should be received by the Society within the cooling-off period, in writing which can be either an e-mail or letter sent to the Society's e-mail or postal address. A telephone call will not be acceptable.
- 7.1.3. On receipt of notice within the cooling-off period, the Society will refund the sale price of goods if, and only if, they are returned in a re-saleable condition. The goods are to be cared for by the customer at the customer's risk.
- 7.1.4. The cost of returning the cancelled goods must be paid for by the customer and will not be paid for by the Society.
- 7.1.5. Payment of a refund will be made by the Society within 30 working days of receipt of the returned goods in a re-saleable condition.
- 7.1.6. Refunds will be made by cheque or via PayPal (dependent on the method used to make the original payment).
- 7.1.7. In the event of an overpayment authorised by the customer when ordering, a refund will be made, at the Society's discretion, either by cheque or PayPal (dependent on the method used to make the original payment).

### **7.2. Society services (non-deliverables, e.g. Membership)**

- 7.2.1. No refunds will be made for membership subscriptions paid during the year.
- 7.2.2. In the event of a duplicate payment for a membership or a renewal. Refunds will be made by cheque or PayPal (dependent on the method used to make the original payment).
- 7.2.3. Requests for the refund of fees for Society events will be considered on their merits. Where a cancellation of attendance is received prior to two weeks before the start date of the event, a full refund will be made. Later cancellations may not result in a refund.

## **8. Applicable Law**

These terms and conditions, orders and payments and the delivery of the goods and services, form the basis of a contract under the law of England and Wales between the customer and the Norfolk Record Society. Statutory rights under the law of England and Wales are not affected by these terms and conditions.

## **9. Return of Faulty Goods**

- 9.1. The above statement regarding the return of deliverables applies only to the cancellation of an order.
- 9.2. In the event that goods supplied are faulty, a full refund or replacement will be made upon the return of the faulty goods.
- 9.3. Notification of faulty goods should be made to the Society's treasurer or secretary within 28 calendar days of receipt of the faulty goods.

## **10. Responsibility for Local Taxes and Duties**

The customer is responsible for payment of any Local Taxes and Import Duties levied in the country of delivery.

## **11. Retention of Title**

All ordered goods remain the property of the society until paid for in full.

## **12. Complaints**

Our aim is that customers will be completely satisfied with our goods and services. If there is any cause for complaint customers should e-mail us at [treasurer@norfolkrecordsociety.org.uk](mailto:treasurer@norfolkrecordsociety.org.uk) or write to the Treasurer, Norfolk Record Society c/o 33 The Ridgeway, Norwich, Norfolk, NR1 4ND.

## **13. Contacting the Society's Customer Service**

In the event of a query regarding an order placed please e-mail [treasurer@norfolkrecordsociety.org.uk](mailto:treasurer@norfolkrecordsociety.org.uk) or write to the Treasurer, Norfolk Record Society c/o 33 The Ridgeway, Norwich, Norfolk, NR1 4ND

## **14. Approval and Future Update of this Policy**

This policy was agreed and approved at the Council Meeting on 27 September 2018.

Future updates to this policy will be agreed and approved by the Council and then published on our website as soon as possible after the meeting.