

Thank you for visiting NEDDI website ("NEDDI"). Please note that everything on this Web Site is subject to these General Terms and Conditions and you should read these before going any further. You are treated as accepting them by using the Web Site in any way including browsing. References in these General Terms and Conditions and Conditions of Sale to "we" or "us" mean NEDDI.

All contracts for the purchase of goods are governed by our Terms and Conditions.

The Web Site was last updated in January 2015

Intellectual Property Rights

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Governing Law and Contract Formation

A contract will not be made between you and NEDDI until NEDDI confirms, by email or official invoice, the particulars of your order and gives you a reference number or invoice number. That acceptance will be deemed complete and will be deemed for all purposes to have been effectively communicated to you when you are able to access it. Acceptance by NEDDI does not preclude its right to cancel an order in the event that it finds it is unable to fulfil the contract and is subject to your cooling off period and cancellation terms.

Disclaimer as to information on Web Site

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NEDDI uses reasonable efforts to make sure that all material and information contained on the Web Site is correct but, subject to the above statement about fraudulent misrepresentation:

NEDDI does not accept any liability for any error or omission in the material or information;

All material and information contained on the Web Site is only provided for the purpose of providing information about NEDDI and the products and services it supplies.

If the Web Site includes links to external web sites. These links are provided in order to help you find out further information and to gain access to third party services and products quickly and easily. NEDDI is neither responsible nor liable for the content of these web sites.

Changes to terms and conditions

NEDDI reserves the right to make any changes to these General Terms and Conditions. By browsing the Web Site you are accepting that you are bound by the then current General Terms and Conditions and if you choose to buy or hire products you should check these each time you revisit the Web Site.

Variations to these General Terms and Conditions or the Terms and Conditions of Sale, shall only be effective if posted on this Web Site in accordance with the above paragraph or where specifically accepted and agreed by us in writing.

Our head office details & address:

NEDDI
PO Box 56
Wadebridge,
Cornwall PL27 9BJ

For all customer enquiries please email sales@neddi.org

TERMS AND CONDITIONS OF SALE

These Terms and Conditions of Sale govern all products you enter into a contract to purchase on this Web Site ("**Products**" and a "**Contract**" respectively). These terms are specific to Products but Contracts are also governed by the General Terms and Conditions which you should also read. Variations to these Terms and Conditions of Sale shall only be effective if posted on this Web Site or where specifically accepted and agreed by us in writing.

Supplier of Products

The Products you purchase will be supplied by NEDDI whose head office address is detailed above.

Description of Products

Every care has been taken to describe the Products on this Web Site accurately, but variations in actual goods may occur.

Copyright

The copyright of all original images on this website will be retained by NEDDI website Limited with NEDDI website reserving the right to full, unlimited and worldwide copyright for all images. This means that photographys can be used for personal display purposes only and may not be copied, published or reproduced in any way or on any medium without the permission of NEDDI website Limited.

Price

NEDDI is VAT registered (reg. No. 723485823. The prices of Products liable to VAT are stated inclusive . The prices are subject to change without notice.

Input of Incorrect Information

We cannot accept any liability for any failure to comply with specific instructions stated on this Web Site or for any incorrect information provided by the customer.

Stock and Delivery Dates

We cannot guarantee permanent or continuous availability of all Products. Items may be ordered in and will therefore carry longer delivery times to stock items. They will be dispatched as soon as they are available. As stated on the website we aim to dispatch all orders within a few days, but please allow 21 days.

Delivery address

We will deliver Products to the address you supply when ordering on the Web Site. We are not responsible for any delay in delivery caused by the unavailability of someone to take personal delivery of the Products. It is your responsibility to contact the post office or relevant courier company as applicable to arrange the collection or delivery of Products that could not be delivered because you were unavailable.

Delivery charges

Standard UK Delivery is as quoted on the website. Next day delivery is available at an additional £6.00. Items ordered past 12:00 Noon may not be dispatched on the same day.

Cancellation Period

After entering into a Contract we will send you an email (to the email address you supply when ordering on the Web Site) confirming details of the Products and the Contract. You will then have a "Cancellation" period during which you have a right to cancel the Contract without charge. You may exercise that right by notifying us by email at info@neddi.demon.co.uk or by writing to us at the head office address above. Following such notice you must return the Products covered by the cancelled Contract undamaged to us. You are responsible for the costs of returning the Products and we reserve the right to make a charge not exceeding our direct costs of recovering the Products in the event that you do not return the Products or return them at our expense. Following you exercising your right of cancellation we will refund any payments made by you excepting and subject to any costs of returning the Products. The right to cancel will end seven days after your purchase is received.

General guarantee and returns policy

Products

If you are not satisfied with any Product, please return it to us along with details of your Contract (date, product, your name) and we will, at our choice and subject to the Product being unused and in a resaleable condition, either exchange it or provide you with a refund. You should return any such Products to NEDDI at our Head Office address.. You are responsible for the costs of returning the Products which must be recorded or registered. We will process returns as soon as they arrive. We reserve the right to charge an administration fee of £5 administration per order if outside cancellation period.

Our Cancellation Period

We will aim to fulfil Contracts, however if this is not possible, we will contact you via email within 72 hours of sending you a Confirmation email and you will receive a full refund or an alternative product.

Transit

When sending a return, you must take reasonable care to see the Product reaches us undamaged and we therefore strongly recommend that you send it by recorded or registered post.

Statutory rights

The rights of cancellation and refund and any limitations on those rights expressed in these terms and conditions do not affect your statutory rights.

Refunds for Products purchased on this Web Site can only be credited to the Paypal account, credit or debit card originally used to make the purchase. If we are unable to put the refund through on this card for any reason, we will contact you on the email address supplied by you to discuss alternative arrangements.

Amendments to Contracts

If you would like to amend an order, we will consider it but are not obliged to do it. If agreed by NEDDI, an administration charge of £5 may be charged per order.

Liability

NEDDI's total liability for any claim howsoever arising shall not exceed the price of the Products supplied by NEDDI to you. NEDDI shall not be liable for any loss arising from a breach of contract, negligence or in any other way.

Payment

Payment for Products will be made via the Web Site in accordance with the procedure explained in the Web Site.

Delay and failure to perform

NEDDI shall not be liable for any breach of any Contract which arises by reason of any delay in performing, or any failure to perform, any of its obligations in relation to any Product, if the delay or failure was due to any cause beyond its reasonable control.