

Terms & Conditions

Please read our terms and conditions carefully as your use of the site will indicate your acceptance of them. Please note these may change at any time and it is up to you to check the site regularly before ordering products in case changes have been made to the terms and conditions.

About Us

This web site, <http://www.covemodels.co.uk>, is a site owned and operated by Cove Models Ltd.

Cove Models Ltd is a company registered in England and Wales, number 7031722. The registered office is 44 Hanover Gardens, Farnborough, Hants GU14 9DU, UK.

If you have any comments or questions about the site please contact us by email at sales@covemodels.co.uk or by post at the address above.

Purchasing from Cove Models Ltd

Ordering

All orders that are placed on our website are subject to acceptance in accordance with these terms and conditions.

When placing an order, you agree that all of the information given is accurate and complete. This includes your name, address and email address.

You will be sent confirmation to the email address given in your order form. This will confirm product availability and the expected despatch date.

You must check all the details on this confirmation email are correct and contact us as soon as possible if any details are incorrect.

All orders are subject to acceptance and product availability. The confirmation email does not constitute acceptance.

If your order has not been accepted you will receive an email from us telling you the reason why.

Acceptance of your order and the completion of the contract between you and us will take place upon dispatch to you of the products ordered unless we have notified you that we do not accept your order.

Age restricted items

Some products sold by Cove Models Ltd are subject to age related sales restrictions. Where this is the case, this is clearly indicated in the item description. When placing an order for any such item you are confirming that you meet the minimum age requirement to make that purchase.

Payment

Cove Models Ltd accepts payments via Pay-Pal which accepts most major credit/debit cards.

No credit card or other payment details are held by Cove Models Ltd.

By prior arrangement Cove Models Ltd will also accept payment by sterling cheque drawn on a UK bank. In such cases goods will not be despatched until the cheque payment has cleared.

Delivery

The delivery period stated within which you will receive your order is approximate. Goods will be sent to the address given by you in your order. If you are ordering more than one item your goods may be sent to you in instalments if certain items are out of stock. In such cases there will be only one delivery charge as advised to you at the time of ordering.

Delivery charges shown on the web site are for orders within the EU.

If you reside outside of the EU we can arrange to send you goods but you will need to email us before you place your order as the standard postage charges may not apply. We will inform you of shipping method and cost and invoice you accordingly if you decide to proceed. You may have to pay import duties and taxes, which are levied once a shipment reaches your country. You must meet any additional charges for customs clearance. Please note customs policies vary widely from country to country and we recommend your contact your local customs office for further information. Furthermore international shipments may be subject to cross border inspections by customs authorities.

Cancellation of an Order/Returns Policy

Under the Consumer protection (Distance Selling) Regulations 2000, you have the right to cancel an order within seven days, starting from the day after you take delivery of the goods (a "cooling off" period). You have the right to cancel for any reason without penalty.

If you wish to cancel an order please write or email clearly stating your full details and cancellation instructions.

Once you have cancelled the order you have a legal "duty of care" to take care of the goods. You must return the goods to us at your expense to the address above.

We will refund the full amount you have paid for the goods within 30 days of the notice of cancellation.

Any shortages or damage must be advised to us within 7 days of delivery. Provided that this notice is given, we will replace, repair or refund the goods free of charge.

Privacy Policy

We are committed to safeguarding the privacy of our customers. We will only use the information that we have collected about you in accordance with the Data Protection Act 1998.

The only information that we collect is necessary for the processing of your order. This includes your name, address and email address.

We keep this information as up to date as possible. If you want to check any information that we hold, please contact us. If there are any errors, we will correct them as necessary.

We will not send you any unsolicited emails. If you wish to receive regular communications about new products you must sign up to our newsletter.

We will not give, sell or swap your details with any other party.

We endeavour to take all reasonable steps to protect your personal information. However, we cannot guarantee the security of any data you disclose online. You accept the inherent security

risks of providing information and dealing online over the Internet and will not hold us responsible for any breach of security unless this is due to our negligence or wilful default.

Jurisdiction

Any contract of purchase that may arise between you and Cove Models Ltd shall be governed by the laws of England and any dispute between us will be resolved exclusively in the courts of England. English is the only language offered for the conclusion of the contract.

About the website

Use of Our Site

You agree to use our site in accordance with these terms and conditions only for lawful purposes and in a way which does not infringe the rights of anyone or restrict or inhibit anyone's use and enjoyment of the site. If you don't comply with these terms we may deny you access to our site.

You agree not to use our website in any way which might infringe any rights of any third party or give rise to legal claim against Cove Models Ltd.

You agree not to damage, interfere with or disrupt access to our site or do anything that may interrupt or impair its functionality.

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You will not use the site to send email, post or otherwise submit or transmit any material that is unlawful, threatening, offensive, libellous, abusive, defamatory, and invasive of privacy, vulgar, obscene or profane.

Cove Models Ltd may at our sole discretion immediately suspend or terminate your right to use our site without any warning if we consider you have contravened of an these terms and conditions. This is without prejudice to any other rights or remedies that we may have.

About our site

We try to update our site regularly so we may have to suspend access, service or functionality on this site from time to time without notice. If required we may have to close our site indefinitely. We will not be liable if for any reason our site is unavailable at any time or for any period of time.

Any information or data transmitted to or from our site pass over public telecommunications networks so we can not promise that the operation of our site will be secure, confidential, uninterrupted or error free. You agree not to do anything that does or may interfere with the proper working of our site including tampering with or hacking in to the site or the servers on which it resides.

Cove Models Ltd makes no guarantee as to where the site will be hosted, nor accepts any liability for the acts of third parties involved in the repair, hosting or maintenance of the site.

About content on our site

We own or are the licensee of the intellectual property rights in the content of our sites (the "Rights") including brands, logos, products, text, photographs graphic designs images, audio, video recordings and any data entered or submitted by you. You shall abide by all additional copyright notices, information or restrictions contained in any content accessed through our website.

Nothing contained on our website should be construed as granting or implying or otherwise any license or right to use, deal with or copy in any way in part or in whole any Rights without our prior written permission or as appropriate the permission of the third party rights owner. Your use of the Rights except as expressly provided in these terms and conditions are strictly prohibited.

Our site may contain links to third party sites and resources. We have no control over the contents of these sites, resources or third parties and accept no responsibility for them or for any loss or damage that may arise from your use of them. We do not review, censor, approve edit or endorse any information placed on third party sites or resources.

Liability

We do not accept liability (except as expressly stated in our 'Refund Policy) for any errors and or omissions contained in our website and reserve the right to change information, prices, specifications and descriptions of listed goods, products and services at any time without notice.

We make no guarantee as to the accuracy of the product descriptions or images of products contained in our website. Products may vary in shape, size and colour. If you are not satisfied with the item you have ordered please refer to our returns policy.

If an error is discovered in the price of the goods that you have ordered we will inform you as soon as possible. We shall be under no obligation to fulfil an order for a product that was advertised at an incorrect price. In the event that you order an item and the price published on Cove Models Ltd is incorrect for any reason we will email you to inform you that we have not accepted your order, and that your order has been cancelled. You will be advised of the correct price of the subject product and you may reorder if you wish as a separate transaction. If you have already paid for the goods in the circumstances described in the clause, we shall refund the full amount in 30 days of the date of the order.

We accept no liability for goods that you are not satisfied with, except in accordance with the "Refunds Policy" contained in these terms and conditions.

We shall have no liability to you for any delay in the delivery of products ordered or in respect of other obligations we may have to you, to the extent that this is due to any event outside of our reasonable control, including but not limited to acts of God, war, flood, fire, labour disputes, strikes, lockouts, riots, civil commotion, malicious damage explosion, governmental actions and or any other similar events.

We have selected our products on the basis that they will be used for domestic purposes by adults or persons over the age of 16, we accept no liability in respect of these products, where they have been used by persons under the age of 16.

We accept no liability, in contract, tort (including, without limitation, negligence) or otherwise out of or in connection with the terms and conditions, or arising from the use of the site or the products.

None of these conditions excludes or limits liability for death or personal injury caused by negligence, fraudulent misrepresentation, or any other liability which may not otherwise be limited or excluded under applicable law.

To the fullest extent permissible under applicable law, we disclaim any and all warranties of any kind, whether express or implied in relation to the Products. This does not affect your statutory rights as a consumer, nor does it affect your Contract Cancellation Rights.