**Terms and Conditions**

**Definitions**  
In these terms and conditions ´The Seller´ means G E Betterton & Co Ltd and ´The Buyer´ means the purchaser of goods from ´The Seller´ under these terms and conditions.

**Prices and Special Promotions**  
Prices are quoted in UK Sterling. Prices are exclusive of VAT and delivery costs.  
Prices and special promotions are correct at the time of goods being displayed on the website; however they are subject to alteration without prior notice.

**Online Orders**  
Once you place a purchase order with G E Betterton & Co Ltd, we will send you an email confirming receipt of your order. This email will contain the details of your order. Your order represents an offer to purchase a product which is accepted by us when we despatch that product to you. That acceptance will be complete at the time we despatch the product to you. Any products, on the same order, which are not despatched, do not form part of that contract.

**Payments**  
Payments are accepted on most debit or credit cards, excepting American Express and Diners Club, via PayPal. Purchases must be paid in full prior to despatch of goods.

**Returned Goods**  
If goods have been ordered in error or are not as expected, you must contact us by email to steve@gebetterton.com, or by telephoning 01372 360701. Goods ordered in error must be returned at the Buyers expense. Goods must be returned within 7 days of receipt, unused, in perfect condition and sent back in its original packaging. The Seller accepts no responsibility for items lost in transit. It is recommended that a receipt of posting is obtained, and it is the Buyers responsibility to ensure adequate insurance is purchased to cover the items being returned.

Scissors, razors and blades are not sold on a trial basis. Due to strict hygiene regulations, the Seller can only accept returns for items that are unused.  
Goods returned damaged due to poor packaging may not entitle The Buyer to a full credit or refund. Your Statutory Rights are not affected.

**Guarantee**  
All items are guaranteed according to the manufacturer's warranty. Any faulty items, which are still under the manufacturer's warranty, must be reported and sent back for inspection before a refund or replacement can be considered.

**Faulty Goods**  
Faulty goods does not include any goods that are faulty due to fair wear and tear, wilful damage, accident, negligence by you or any third party, use otherwise than in accordance with their intended use, failure to follow the manufacturer’s or our instructions, or any alteration or repair carried out without the prior approval of us or the manufacturer.  
If you discover that any goods are faulty, you should notify us as soon as possible, in the same way as for a returned product.   
Faulty goods will be assessed, and then replaced or repaired according to the manufacturer's instructions, providing they are still within the warranty period.  
If you return goods because you think they are faulty, we may charge you the cost of all transport and our actual costs and expenses in the event that the goods are not in fact faulty goods.

**Despatch and Delivery Times**  
We aim to despatch goods within 48 hours of receiving an order, excluding weekends and statutory UK Bank holidays, and subject to stock availability.   
Goods are despatched by 1st class signed for postal service or courier. The Seller can accept no responsibility for transport delays causing late delivery, or the supply of incorrect delivery details, that may delay delivery of goods. Returned undelivered post will be re sent upon receipt of correct details, and once the Seller has received the goods back.

G E Betterton & Co Ltd shall be entitled to cancel or delay delivery of orders if it is delayed, hindered or prevented from delivery through circumstances beyond its control. Such circumstances shall include (but are not limited to) industrial action, accident, fire, Act of God or failure to deliver by suppliers or carriers.

**Delivery Charges**  
Our standard delivery charge of £4.00 applies throughout the United Kingdom, and including the Channel Islands and Isle of Man. A delivery charge of £8.00 will apply to European deliveries, and £10.00 on worldwide orders.

**Cancellations**  
Please contact us urgently if you need to cancel your order, preferably by telephone during our office hours, Monday – Friday 8am to 5pm, on 01372 360701, or by email to steve@gebetterton.com. Orders cannot be cancelled once they have been despatched.

**Web Content**  
All content included on the website is the property of G E Betterton & Co Ltd or our suppliers. All software used on this website is the property of G E Betterton & Co Ltd or our software suppliers. You may not extract or reutilise part of the contents of the website without the written consent of G E Betterton & Co Ltd. Neither this website nor any part of it may be reproduced, duplicated, copied, sold, re-sold or otherwise exploited for any commercial purpose without the consent of G E Betterton & Co Ltd.

**Images**  
Images of goods on our website are for illustrative purposes only and may differ slightly from the actual goods.

**Retention of Title Clause**  
The risk in all goods passes to The Buyer upon delivery, however title in the goods remains vested in The Seller and shall only pass from The Seller to The Buyer upon full payment being made of all sums (due on whatsoever account or grounds) to The Seller.

The Buyer agrees, prior to the payment of the whole price of the goods, that The Seller or appointed agents may enter The Buyers premises to collect such goods should The Seller request. Prior to such payment, the Buyer shall keep the goods separate and identifiable for the purpose and return the goods to The Seller should The Seller request.

**Privacy Policy**  
G E Betterton & Co Ltd is committed to protecting your personal information when you are using our services. All information obtained is stored on a secure server. The on-line processing of payments is encrypted and takes place through a secure server.

For the purpose of processing and fulfilling an order, G E Betterton & Co Ltd will ask for personal information from you, such as your name, e-mail address, invoice address, delivery address, and contact telephone number. Whenever you provide such information, we are legally obliged to use your information in line with all laws concerning the protection of personal information, including the Data Protection Act 1998.

**Company Details**  
G E Betterton & Co Limited   
Unit 4 Bridge Works  
Kingston Road  
Leatherhead  
Surrey  
KT22 7SU

Registration No. 423031

VAT number: GB 215910484

**Cookies Policy**  
What is a cookie?  
A cookie is a small amount of data, which often includes a unique identifier that is sent to your computer or mobile phone (referred to here as a "device") browser from a website's computer and is stored on your device's hard drive. Each website can send its own cookie to your browser if your browser's preferences allow it, but (to protect your privacy) your browser only permits a website to access the cookies it has already sent to you, not the cookies sent to you by other sites. Many sites do this whenever a user visits their website in order to track online traffic flows.  
Cookies record information about your online preferences and allow us to tailor the website to your interests. Users have the opportunity to set their devices to accept all cookies, to notify them when a cookie is issued, or not to receive cookies at any time. The last of these means that certain personalised services cannot then be provided to that user and accordingly you may not be able to take full advantage of all of the features of our website. Each browser is different, so check the "Help" menu of your browser to learn how to change your cookie preferences.  
During the course of any visit to www.gebetterton.co.uk, the pages you see, along with a cookie, are downloaded to your device. Many websites do this, because cookies enable website publishers to do useful things like find out whether the device (and probably its user) has visited the website before. This is done on a repeat visit by checking to see, and finding, the cookie left there on the last visit.

**How does G E Betterton & Co Ltd use cookies?**  
Information supplied by cookies can help us to analyse the profile of our visitors and help us to provide you with a better user experience (for example, by remembering what you products you had in your shopping basket on your previous visit). This can be achieved through personalisation of your web pages or analysing user activity to determine what is more popular and what is not.

**Law and Jurisdiction**  
These terms and conditions are subject to UK law.

**Entire Agreement**  
These terms and conditions, together with our current website, prices, delivery details, contact details and privacy policy, set out the whole of our agreement relating to the supply of goods to you by us.