

TAKE THE REINS - CONDITIONS OF SALE

PAYMENT FOR GOODS

All goods **MUST** be paid for prior to item being posted out, only in exceptional circumstances will an item be posted prior to payment being received (agreement has to be made with Take The Reins Owner). Payment can be made via BACS Transfer (Preferred)/ Credit Cards/PayPal or Cash (if item is being collected). Invoices will be sent to customers after each sale & copies are kept for Take The Reins records.

DEPOSITS

Whenever a deposit has been paid for goods ordered, a receipt is given to the customer and should indicate as clearly as possible the expected delivery date. If delivery is not made within one month of the date, the customer shall be given a full refund if he/she wishes it.

Take The Reins shall reserve the right to dispose of the goods not collected within the month of the specified date.

DISPOSAL OF UNCOLLECTED ITEMS

Any item left for repair/or bought (which was collection only) that has not been collected within 12 months or such period not less than 3 months (TORTS (Interference with Goods) Act 1977, may be disposed of and any proceeds applied to defray the process charge.

This right will be exercised only after all reasonable attempts have been made to contact the customer with a view to his collecting the item and paying the appropriate charge.

RETURNING AN ITEM

An item being returned must be;

- In its original unused condition, unless evidence of a manufacturer's defect.
- Returned within 14 days of purchase
- Contact Take The Reins (Email/phone call) to request a refund, explaining the reason for the refund.
- Refunds are usually sorted in 3 - 5 days, after the item has been returned.

PLEASE NOTE - Items can only be returned if they are unopened, in a re-saleable condition and with labels still attached and clean.

ZILCO EUROPE - WARRANTY

Warranty from Zilco Europe on all NEW Zilco harness.

The following information has been taken from the Zilco Website (www.Zilco.eu/returns).

'Zilco warrants to the original purchaser that the Zilco harness product will be free from defects in material & workmanship for the period of 2 years from the date of purchase, when used in compliance with directions and/or outlines supplied. This limited warranty does not apply if defects or damage has been caused by misuse, neglect, normal wear & tear or any other causes not related to defective material & workmanship'.

SPECIAL ORDER ITEMS

If a customer wishes to order an item that is not normally stocked then payment will be required with the order, the item would then be placed on the next order with Zilco & the customer advised of the approximate delivery schedule.

If you wish to return a Special Order Item, this will be subject to a 20% **return stocking charge**.

EXCHANGES

If an item is in 'new condition', you may exchange it for a different size or colour (unless it is a special order item), the customer is to pay the return postage fee.

DELIVERY OF GOODS

All items bought be sent to the customer via a recognised delivery company (usually via Parcelforce - large items, Royal Mail - small items), normally items would be delivered within 3 working days, subject to any delays due to unforeseen factors. Certificate of posting is kept for future reference & larger parcels have tracking numbers which details can be forwarded to customers if required.

Delivery to non UK Mainland countries is not possible due to the amount of paperwork that needs to be completed & Import Tax due by the customer (Includes EU & Republic of Ireland)

Credit Card Details

If you have handed over credit card details, these details are not kept on file & are destroyed after use (please see our Privacy Policy regarding customer information).

Customer Details

Customer information is required to complete an order or enquiry & the information is not sold/transferred to a third party (please see our Privacy Policy for more details).

PCI DSS (The Payment Card Industry Data Security Standards)

Take The Reins complies to this standard & annually completes CPD regarding GDPR & data security.