



Shipping and Delivery Policy

Brent Lodge Wildlife Hospital

Last updated 03/07/2023

BLWH	Brent Lodge Wildlife Hospital
Responsible Persons (RP)	Means General Manager, Shop Managers, Retail Area Manager and Admin Staff

Terms and Conditions

The sentence below is to be displayed on all Brent Lodge Wildlife Hospital's webshop's

Thank you for visiting our website. If you want to use our website or buy products from us you can only do so following these terms and conditions. Please read these terms and conditions carefully before using this website and/or ordering products from this website.

Who are we

Brent Lodge Wildlife Hospital a Registered Charity 1199715 VAT number 330118355

Accessing and using this website

We reserve the right in our sole discretion to deny any user access to this website or any part of it without prior notice.

You agree to only use this website in a manner that complies with all applicable laws and regulations and is consistent with the Terms and does not infringe the rights of any third party, nor restrict or inhibit their use and enjoyment of this website.

Registration

Please ensure that the details you provide are correct and complete and please inform us immediately of any changes to the information that you provided when registering.

You must make sure that you keep your password confidential. This means that you must not share your password or let anyone else access your account. Always ensure you log out of your account at the end of your session to avoid anyone else using it.

You should inform us immediately if you have any reason to believe that your password has become known to anyone else, or if your password is being, or is likely to be, used in an unauthorised manner.

Privacy

Brent Lodge Wildlife Hospital takes your privacy very seriously. We have produced very detailed privacy policies compliant with GDPR these can be found <https://www.brentlodge.org/data-policy>

Ordering Products

All orders that you place on this website will be subject to acceptance following these Terms.

All orders for products are subject to availability and we reserve the right to refuse to supply to any individual or company.

Brent Lodge Wildlife Hospital is a responsible retailer and as such we will not sell knives, scissors, alcohol or any other age-restricted goods to anyone under the age of 18, therefore, we require your date of birth if you wish to purchase age-restricted goods.

Your submission of an order represents an offer to purchase the products indicated by you and is not binding on us until we have accepted your order. This means that if a product is shown on the website but becomes unavailable, is incorrectly priced, incorrectly described or if we are unable to arrange delivery to your country or region, we will have no legal obligation to sell you that product.

Shortly after we receive your order, we will send you an acknowledgement via email. This email is issued automatically and does not mean that your order has been accepted.

Acceptance of your order and completion of the contract between you and us will occur at the point at which we dispatch the product to you. Any products on the same order which we have not dispatched to you do not form part of that contract.

If we cannot accept your order for any reason, we will contact you to explain why, and we will re-credit your credit or debit card with the full amount of any sums debited in respect of any part of the order we have not accepted. If the payment was made via PayPal we shall refund the transaction back to you should we be unable to fulfil your order.

We do not file details of your order for you to subsequently access directly from this website, and so please print out these Terms and the order acknowledgement for your records.

Specifications

Brent Lodge Wildlife Hospital will make every effort to ensure that all product sizes and dimensions are displayed. If the sizes are approximate we will use that term. BLWH or its responsible persons cannot be held responsible for sizes of garments of any kind displayed by its manufactory. While every effort will be made to accommodate customers, if sizes do not fit, by purchasing the displayed product you agree that Brent Lodge Wildlife Hospital shall bear no liability for losses gained by you the customer and we shall be completely absolved and indemnified.

We have made every effort to display as accurately as possible the colours of the images that appear on the website. However, as the actual colours you see will depend on your monitor, we cannot guarantee that your monitor's display of any colour will accurately reflect the colour of the product on delivery.

Price and Payment

Prices of products listed on our website are inclusive of any VAT which may be payable by you. All prices displayed on the website are quoted in UK Pounds Sterling. Delivery charges are quoted separately and the amount of delivery charge payable will be shown as part of the order form before you complete your order.

If the products are to be delivered outside the UK, you will become responsible for any applicable customs duties or taxes in that country.

We reserve the right to change prices listed without giving prior notice.

The price you pay is the price displayed on this website at the time we receive your order except in instances in which an error has occurred in displaying the price. Whilst we make every effort to ensure that all prices on our website are accurate, errors may occur. If we discover an error in the price of products you have ordered we will inform you as soon as possible and give you the option of reconfirming your order at the correct price or cancelling it. If we are

unable to contact you BLWH will treat the order as cancelled. If you cancel and you have already paid for the products, you will receive a full refund.

We accept credit and debit cards or PayPal payments for orders via this website.

Delivery and Availability

We make every effort to deliver products within the estimated timescales, however, delays are occasionally inevitable. If you do not receive your goods within the time quoted retail.support@brentlodge.org

If we are unable to fulfil your order for any reason we will notify you of the reason within 5 working days and give you the option to cancel your order for a full refund. Brent Lodge Wildlife Hospital will have no other liability to you in the event of delay in delivery.

All deliveries will be made to you at the address specified by you in the order. We may, at our discretion and expense, deliver parts of your order separately. You will be responsible for the products as soon as they are delivered.

You will become the owner of the products you have ordered the moment when the products have been delivered to you and you have paid in full or whichever is the later.

The above policy applies directly to both Brent Lodge Wildlife Hospital Charity no. 1199715 and Brent Lodge Bird and Wildlife Trust Charity no. 276179