

Terms and Conditions of Sale – Bignell Online Ltd

About Us

Bignell Online Ltd are completely dedicated to your total satisfaction. If you have any suggestions or comments please email us using the link on the store page or as given below.

Bignell Online Ltd
Unit E6
Rudford Industrial Estate
Ford, ARUNDEL
West Sussex
BN18 0BD
United Kingdom

Phone: 0845 345 4746

Fax: 01903 731242

Email: mrogers@inktecshop.co.uk

Co. Reg. No. 5675715

Colourfill, InkTecShop, Ink4Print and **Ink Market** are trading names of Bignell Online Ltd and these terms and conditions apply to all web sites operated by Bignell Online Ltd under any of those name.

If emailing us about an order, please put the order number in the subject line. Emails that simply have the word 'order' as the subject line can be rejected by our spam filtering software.

Making A Purchase

Making a purchase could not be easier. Just browse our store, and add any items that you wish to buy into the shopping cart. After you have finished your selection, click on 'Checkout' and you will be asked for a few details that we need to be able to complete the order.

We accept most major credit, charge and debit cards. Payments are processed by Protix Secure online payment service. Verified by Visa or MasterCard SecureCode will be offered, where applicable. Some banks permit you to skip this option, but we recommend that you do not. It is the online equivalent to chip and PIN and gives greater security. If at any time, Protix payment systems are not available we will switch our website to accept SSL encrypted payment, which we will then process manually. We have 128-bit encryption on all our SSL pages.

The Protix payment system only gives us authority to take payment from your card for the amount of the order. **No money is actually taken until we are ready to dispatch the goods**, although your card company will allocate the amount authorised against the card limit for about a week, or until we take the money.

You will receive an automatic acknowledgment of your order when the process is complete. This does not constitute a binding acceptance of your order nor does it create or imply a contract to supply the goods or one to supply at the price advertised. Final acceptance of your order and the existence of a contract is indicated by our taking payment and the dispatch of the goods.

You may, if you prefer, telephone your order to us on 0845 345 4746 Again, **no money will be charged to your card until we are ready to dispatch the goods**. However, in this case, no money is reserved against your card limit and payment may fail if you reach your spending limit between you placing the order and our attempt to take payment.

While we endeavour to ensure that our prices are accurate, errors do occur and some items, particularly manufacturer's original cartridges, are subject to rapid price changes that may make the advertised prices invalid. We may also sometimes only become aware that an item has ceased to be available when we attempt to order it from our suppliers. We therefore reserve the right to decline any sale or to offer the goods at a different price from that shown on our web site. We will seek your authority before supplying any goods at a higher price than that shown on our web site.

If you have reason to email us about an order, please put the order number in the subject line. Emails that simply have the word 'order' as the subject line can be rejected by our spam filtering software.

Shipping And Handling

UK Standard Delivery: This is our FREE delivery service, using First Class Post. No minimum order is required

UK Special Delivery: This offers guaranteed delivery by 1:00pm on the next working day across most of the UK, for an additional fee of £4.50. The Guarantee covers Northern Ireland, the Isle of Wight, Jersey and Guernsey, but excludes parts of the Highlands and Islands and most other offshore islands. If we receive your order by 2:30pm on a working day and are unable to send it out the same day, we will attempt to contact you by telephone and will refund the additional charge.

Europe: Orders for the EU and other European countries are subject to a £7.50 delivery charge, (£8.81 including VAT, where applicable). They will be sent Airsure, where this is available, or using the International Signed For service where tracking is not available in the destination country.

Working days are Monday to Friday, excluding Bank Holidays. Bignell Online Ltd also closes between Christmas and the New Year and those days do not count as working days for the receipt of orders.

Guaranteed delivery means that if delivery is not made or, in the case that nobody is available to receive the goods, delivery is not attempted, by the stated time, the additional cost of the service will be refunded. It does not imply any liability for other costs; in particular, it does not cover consequential losses that may arise from a failure to achieve the promised delivery.

We may, at our discretion, choose to use a courier service that offers equivalent or better delivery as an alternative to the stated methods.

Delivery Schedule

Orders received by 2:30pm on a working day will normally be sent out the same day. Delivery within the UK will usually be the next working day after dispatch. Deliveries outside the UK may take 5-10 days, depending upon the destination.

Working days are Monday to Friday, excluding Bank Holidays. Bignell Online Ltd also closes between Christmas and the New Year and those days do not count as working days for the receipt of orders.

Back Orders

If your item is not in stock, we will back order for you. If we expect a delay of more than a few days, you will be contacted with the option to cancel your order if you would rather not wait. **We do not take payment from your card until we dispatch the goods.**

Tax Charges

For orders made for delivery to the UK or to the European Union, 17.5% VAT is added. All other orders are VAT free. Customers from the Isle of Man or the Channel Islands must complete the relevant boxes on the order details page to avoid being charged VAT

Credit Card Security

Orders placed on our web site normally take payment through Protx, which is a secure third party card handling system. The only information about your credit card that is sent to us if you pay through Protx is the card type and the last four digits of the card number. We are unable to take more from your card than you authorise at the time of payment through Protx. We also recommend that you use Verified by Visa or MasterCard SecureCode, which are offered when you pay through Protx, for additional card security.

We sometimes also offer payment direct to us by credit, debit or charge card. This would normally be when we have been advised of planned maintenance by Protx. In this case, when the order is placed at our website, credit card numbers are encrypted using 128 bit encryption. They are only decrypted after they reach our computer. They are not held in clear text on any web site.

We also accept payment by credit, debit or charge card for telephoned orders or orders sent by post and by cheque for orders sent by post. Please do not include the card security number (3 numbers on the signature strip or 4 numbers printed on the front of AmEx) if ordering by post. We will telephone you for that information when we receive the order.

Guarantee

We guarantee your satisfaction. All of our products come with a 30 day no quibble guarantee.

Reaching Us

If you need to reach us, please email us using the link on the store page, alternatively, you can call on 0845 345 4746, fax us on 01903 731242, or write to us at the address in the about us section.

If emailing us about an order, please put the order number in the subject line. Emails that simply have the word 'order' as the subject line can be rejected by our spam filtering software.

Privacy Policy

This privacy policy sets out how Bignell Online Ltd uses and protects any information that you give Bignell Online Ltd when you use this website.

Bignell Online Ltd is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

Bignell Online Ltd may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 17th March 2006

What we collect

We may collect the following information:

- ◆ name and job title
- ◆ contact information including email address
- ◆ demographic information such as post code, preferences and interests
- ◆ other information relevant to customer surveys and/or offers

What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- ◆ Internal record keeping.
- ◆ We may use the information to improve our products and services.
- ◆ We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided.

From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, fax or mail. We may use the information to customise the website according to your interests.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

How we use cookies

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

Cookies are used on this shopping site to keep track of the contents of your shopping cart, to store delivery addresses if the address book is used and to store your details if you select the 'Remember Me' Option. They are also used after you have logged on as part of that process. You can turn off cookies within your browser by going to 'Tools | Internet Options | Privacy' and selecting to block cookies. **If you turn off cookies, you will be unable to place orders online** or benefit from the other features that use cookies.

Overall, cookies help us provide you with a better website. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. You can turn off cookies within Internet Explorer by going to 'Tools | Internet Options | Privacy' and selecting to block cookies. If you turn off cookies, you will be unable to place orders online or benefit from the other features that use cookies.

Links to other websites

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways:

- ◆ whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes
- ◆ if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at mrogers@inktecshop.co.uk

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

You may request details of personal information which we hold about you under the Data Protection Act 1998. A small fee will be payable. If you would like a copy of the information held on you please write to Bignell Online Ltd t/a Inktecshop, Unit E6, Rudford Industrial Estate, Ford, ARUNDEL, West Sussex, BN18 0BD, United Kingdom

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

Returns Policy

Cooling off period

Under the Distance Selling Regulations, you can change your mind about buying anything bought through a web site or by mail order. If you wish to do this in respect of anything we have supplied, you must notify us in writing (including fax or email) within seven working days of receiving the goods. You must then return the goods to us, within 21 days of receipt, **at your own cost**, unless we specifically authorise the use of our Freepost address. We reserve the right to charge for the cost of recovery if you do not return the goods in accordance with this paragraph.

You are required to take reasonable care of any returned goods. As a guide, you have a right to view the goods in the same way that you would reasonable expect to be able to in a shop before you buy. In particular, for consumable items sealed packs must be unopened and we must receive the goods and all packaging in good condition.

For non-consumable items, our agreement with SafeBuy extends the cooling-off period to 14 calendar days.

Faulty or incorrect goods

Goods acknowledged by us to be faulty or supplied in error must be returned within 14 days of the invoice date.

Returning any goods

When returning goods via post you must get a proof of posting certificate from the post office.

For returned goods lost by the post office you will have to claim from the post office yourself so receipts and proof of posting are essential.

When returning goods worth more than £32 you should insure the goods for the value in excess of £32.

All inkjet cartridges returned are weighed and empty cartridges will not be exchanged nor will the value be credited.

Refund or credit on refill kits will only be given after technical support has not resolved the problem and only with the return of the refill kit and faulty refilled cartridge.

Our freepost address, which is shown on the back of our invoice, may only be used when a valid returns number is supplied. If you use our freepost address without a valid returns number we reserve the right to charge a fee of up to £100 to recover postage costs incurred.

Issued 14th September 2007