

Terms & Conditions

Welcome to our website. If you continue to browse and use this website you are agreeing to comply with and be bound by the following terms and conditions of use, which together with our privacy policy govern St Peter's School relationship with you in relation to this website. The term ""us" or "we" refers to the owner of the website whose registered office is Clifton, York YO30 6AB. Our company registration number is registered in England. The term "you" refers to the user or viewer of our website.

The use of this website is subject to the following terms of use:

- The content of the pages of this website is for your general information and use only. It is subject to change without notice.
- Neither we nor any third parties provide any warranty or guarantee as to the accuracy, timeliness, performance, completeness or suitability of the information and materials found or offered on this website for any particular purpose. You acknowledge that such information and materials may contain inaccuracies or errors and we expressly exclude liability for any such inaccuracies or errors to the fullest extent permitted by law.
- Your use of any information or materials on this website is entirely at your own risk, for which we shall not be liable. It shall be your own responsibility to ensure that any products, services or information available through this website meet your specific requirements.
- This website contains material which is owned by or licensed to us. This material includes, but is not limited to, the design, layout, look, appearance and graphics. Reproduction is prohibited other than in accordance with the copyright notice, which forms part of these terms and conditions.
- All trademarks reproduced in this website, which are not the property of, or licensed to the operator, are acknowledged on the website.
- Unauthorised use of this website may give to a claim for damages and/or be a criminal offence.
- From time to time this website may also include links to other websites. These links are provided for your convenience to provide further information. They do not signify that we endorse the website(s). We have no responsibility for the content of the linked website(s).
- Your use of this website and any dispute arising out of such use of the website is subject to the laws of England and Wales.

Cookie Policy

Please find our cookie policy [here](#)

Company Details

St Peter's School, York Ltd

Our registered company address is: Clifton, York YO30 6AB

We are registered with Companies House. Our company registration number 06927030

Our VAT registration number is n/a

Definitions

“We”, “us”, “our”, “company” and similar terms refer to St Peter’s School, York

“You”, “your”, “customer” and similar terms refer to the customer who is purchasing Goods and services or services from St Peter’s School, York

“Goods and services”, “items” and “products” refers to any products or services currently or previously offered for sale on St Peter’s School, York website.

“Website” refers to the St Peter’s School, York website.

General

The following terms and conditions will apply between you and St Peter’s School, York when you purchase an item from us. The terms do not affect your statutory rights.

1. You undertake that all goods and services ordered by you are for your own private and domestic use only and are not for resale.
2. You must be eighteen years old or above to use this site. If you are under eighteen, you may only use the site in conjunction with, and under the supervision of, a parent or guardian. If you do not qualify, please do not use the site.
3. You warrant that all details you provide St Peter’s School, York for the purpose of ordering goods and services are true, accurate, current and complete in all respects; and that the credit or debit card you are using is your own and there are sufficient funds in your account to cover payment of the product/s ordered.
4. It is a crime to use a false name or known invalid credit card to order. Anyone caught wilfully entering an erroneous or fictitious order will be prosecuted to the fullest extent of the law.
5. St Peter’s School, York reserve the right to terminate our agreement with you and to suspend your access to the site and without notice to you if:
6. You fail to make payment to us when due
7. You breach any of our terms and conditions
8. When requested by us to do so, you fail to provide within a reasonable time frame, sufficient information to enable us to determine accuracy and validity of any information supplied by you, or your identity
9. We suspect you have engaged, or are about to engage, or have way of being involved in fraudulent or illegal activity on this website.

Title

1. Our agreement to supply the goods and services to you is made on the date we dispatch the goods and services to the address you supplied when you ordered the goods and services.
2. Title of the goods and services shall pass on to you on the date that we dispatch the goods and services to the address when you ordered the goods and services.

Product Photos & Colours

1. The product photos and colours of items are scanned and imported from supplier files, provided electronically by the manufacturer or taken and edited in-house.
2. As colour representation in photography, printing, scanning and computer monitors can vary, the photos and colour swatches should be used for guidance only.
3. Some product styles may have been changed slightly since the photos were taken, or may vary between different colours/styles of the product. The photos therefore should be used as general indication of the style and fit only. We cannot be held responsible or liable for any colour discrepancies between website images and the actual product.
4. If you wish to clarify any product details, please read the descriptive text or contact us before ordering.

Prices

1. All prices on this website are quoted in UK pounds. All prices include VAT where applicable but exclude postage and packaging unless otherwise stated.
2. Prices that are reduced for sales promotions are only valid for the period specified in the promotion. If no period is specified we may alter or end the promotion and price reductions at any time.
3. We reserve the right to adjust prices, offers, products and product specifications on the website at any time before (but not after) we accept your order.

Credit & Debit Cards

1. All credit and debit card payments are taken at the time you place your order.
2. If either you or we cancel part or all of the order the relevant amount will be refunded onto your card. Refunds will be processed within 28 days.
3. We accept - Visa / Delta / Electron, MasterCard /, Maestro, JCB
4. All online credit and debit card payments are processed by a leading online card processing gateway, Worldpay who are approved by all leading card issuers.
5. The transaction will appear as a payment to St Peter's School, York.

Non UK Orders

1. We currently only accept orders for delivery to UK and BFPO addresses paid for using UK credit cards, debit cards, cheques or postal orders.

Postage, Packing & Delivery

1. You can select your preferred delivery method from Royal Mail First Class Post, Royal Mail Special Delivery (before 1pm) which is insured up to £500.00, by signed for Courier or to collect from St Peter's School.
2. The price of postage and packaging is calculated by the weight of the items to be sent and will be confirmed at checkout before you pay for your order.
3. You may receive your order in several packages which arrive on different days.
4. We delivery to UK and BFPO addresses only.

5. Most credit/debit card orders will be delivered within 5 working days.
6. However, we ask customers to allow up to three weeks for delivery in the event that any items are temporarily out of stock.
7. If we are unable to deliver within this period we will notify you.

Delivery Address

1. You can specify any UK or BFPO delivery address, for example your home, your neighbour's or your workplace.

Out of Stock

1. We carry large stocks of most of the items on this website. However, due to the wide range of size and colour combinations some items may be temporarily out of stock.
2. We will often send goods and services that are in stock straight away and send the outstanding goods and services as soon as we receive them from our suppliers.
3. In the unlikely event of any item being out of stock and not expected within three weeks, you will be notified by us, and given the option to either continue with the rest of your order, substitute the unavailable item/s with similar alternatives or to cancel and receive a refund where necessary.
4. We will be happy to discuss your options when we contact you.

Receipts

1. You will receive an electronic order confirmation by email, which will include your order number. In case of any queries, you will need to quote your order number and name when dealing with us.
2. If you pay online by credit or debit card you will receive a payment confirmation email from our payment gateway, Worldpay
3. You will receive an email confirmation when your goods and services are despatched which will contain the items despatched and the delivery method.
4. If your delivery address is the same as the credit or debit cardholder's address a paper copy of the invoice will be included with your goods and services.
5. If the delivery address is different, the invoice will be sent to the cardholder's address.
6. If you require a further copy of your invoice please contact us to request it. All requested duplicate invoices will be sent by post to the cardholder's address.

Order Tracking

1. We will send you an email when your goods and services are despatched containing details of the delivery option you requested.
2. This email will list the items dispatched. If the despatch does not complete your order then the outstanding items will be sent shortly.
3. If you require further assistance please contact us.

Cancellations & Charges

1. If you haven't submitted an order, you may clear the items from your shopping basket at any time by changing the quantity to zero or by clicking on the delete item link.
2. If you have submitted an order and received your confirmation email, you can still cancel your order provided it has not entered the despatch process. Please reply to the confirmation email as soon as possible and mark it "URGENT CANCELLATION" in the subject line. Please ensure you list your name, invoice address, postcode and order number in the email. Or call us on 01904527300 between 9.30am and 5.00pm.
3. If we have already despatched your order, upon receipt you will need to return it to us as soon as you receive it (please refer to the Returns information page). We will refund your payment when we receive the returned package. Refunds will be processed within 1 Week

Complaints Procedure

1. If anything is not right with your product, please call us on 01904527300 between 9am-5pm Monday to Saturday or email enquiries13-18@stpetersyork.org.uk. We will aim to resolve the matter to your complete satisfaction.

Links

1. From time to time this website may also include links to other websites. These links are provided for your convenience to provide further information. They do not signify that we endorse the website/s. We have no responsibility for the content of a linked website/s.
2. You may not create a link to this website from another website or document without St Peter's School, York's prior written consent.

Liability

1. We do not accept liability (except as set out below) for any errors and omissions and reserve the right to change information, prices, specifications and descriptions of listed goods and services, products and services.
2. If an error is discovered in the price of the goods and services that you have ordered, we will inform you as soon as possible. In the event that you order an item and the price published on our website is incorrect for any reason, we will contact you to let you know the correct price and ask you whether you still wish us to fulfil your order at this price. We shall be under no obligation to fulfil an order for a product that was advertised at an incorrect price. We shall give you the option of confirming the order at the correct price or if you so choose, to cancel the order all together. If you cancel and have already paid for the goods and services in the circumstances described in this clause, we shall refund the full amount within 28 days of the order.
3. In the unlikely event that you receive goods and services which were not what you ordered or which are damaged or defective, or are of a different quantity to that stated on your order form, we shall make good any shortage or non-delivery, replace or repair any damaged or defective goods and services, or refund to you the amount you paid for the goods and services in question **provided that** you notify us of the problem in writing at the address stated in our contact us page or by email within 10 working days of the

delivery of the goods and services plus return the goods and services to us, if we request you to. This does not affect your statutory rights.

4. The products and services sold on this website or via online form are provided for private domestic and consumer use only. Accordingly, we do not accept liability for any indirect loss, consequential loss, loss of data, loss of income or profit, loss of damage to property and/or loss from claims of third parties arising out of the use of the Site or for any products or services purchased from our website.
5. We have taken every measure to prevent Internet Fraud and ensure any data collected from you is secured as securely and safely as possible. However, we cannot be held liable in the extremely unlikely event of a breach in our computer servers.
6. We shall have no liability to you for any delay in the delivery of products ordered or any other matters to the extent that the delay is due to any event outside our reasonable control, including but not limited to acts of God, war, flood, fire, labour disputes, strikes, lock-outs, riots, civil commotion, malicious damage, explosion, governmental actions and any other similar events.
7. We make no warranty that the website will meet your requirements or will be uninterrupted, timely or error-free, that defects will be corrected, or that the site or the server that makes it available are free of viruses or bugs that represents the full functionality, accuracy, reliability of the website. We will not be responsible or liable for you for any loss of content or material uploaded or transmitted through the website.
8. 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.
9. We will not be liable, in contract, tort (including, without limitation, negligence), pre-contract or other representations (other than fraudulent or negligent misrepresentations) or otherwise out of or in connection with the conditions for:
 - Any economic losses (including without limitation loss of revenues, profits, contracts, business or anticipated savings); or
 - Any loss of goodwill or reputation; or
 - Any special or indirect losses suffered or incurred by that party arising out of or in connection with the provisions of any matter under the Conditions
10. Nothing in the Conditions shall exclude or limit our liability for death or personal injury resulting from our negligence or that of our servants, agents or employees.

Privacy Policy

Click here to view our privacy policy [here](#)

Security

1. All credit and debit card payments are processed by Worldpay as leading online card processing gateway, who are approved by all leading card issuers and are compliant with the latest PCI-DSS card processing regulations.
2. If you are still unsure about sending your credit or debit card details to us over the Internet you can pay by cheque.

3. We do not store or process any credit or debit card details through any of our customer systems or internet servers. For online payments the card details are processed and held by Worldpay and are not available to us.
4. We will never ask you to send any credit or debit card details via email. Should you receive an email claiming to be from us requesting this kind of information, please do not respond but let us know.

Copyright

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Legal

1. The content of this website is updated from time to time and changes will be made to the range of products available for purchase. Please note that your purchase of any product will be subject to availability of stock.
2. The laws of England and Wales will govern your use of this website.
3. If any provision of document is held by any competent authority to be invalid or unenforceable in whole or in part the validity of the other provisions of this document and the remainder of the provision in question shall not be affected thereby.
4. Nothing in this document affects your statutory rights as a consumer.

Returns Policy

- We hope you are happy with your purchase.
- Should you wish to return an item bought from us, we will be happy to refund or exchange a product provided it is in fully resalable condition.
- Returns or exchanges must be made within 1 Week.
- If we find a product has not been returned to us in a fully resalable condition, we reserve the right to refuse a refund on the item. To ensure the item is resalable please return complete, in a clean unworn condition, in its original packaging and with all labels still attached.
- To enable us to handle your return as quickly as possible, please follow the instructions below:

Returning a Product

- Return the item/s along with the delivery note giving the reason for the return. If you do not have the original delivery note, please print off the order confirmation email or send us a note including your order number with the reason for return. Please include your email address.
- Wrap the item/s securely and address it to the following:

- St Peter's School, Clifton, York YO30 6AB

When you are at the Post Office, we recommend the following procedure:

- For returning goods and services use Post Special Delivery and obtain a validated proof of posting certificate from your Post Office. Keep the receipt in a safe place as we do not compensate for returned parcels lost or damaged in transit. If items are lost or damaged in transit, as the sender it is your responsibility to claim compensation from the carrier – this is why we strongly recommend you use an insured delivery service.
- We will notify you by email when we have processed your return and refunded your money. This may take up to 28 days from receipt of the returned item.

Cancellations

- If you haven't submitted an order, you may clear the items from your shopping basket at any time by changing the quantity to zero or by clicking on the delete item link.
- If you have submitted an order and received your confirmation email, you can still cancel your order provided it has not entered the dispatch process. Please reply to the confirmation email as soon as possible and mark it "URGENT CANCELLATION" in the subject line. Please ensure you list your name, invoice address, postcode and order number in the email.
- If you wish to cancel your order after 1 Week of the order being placed, you will need to wait until you receive the product and then follow our Returns procedure above.

Complaints

- If anything is not right with your product, please call us on 01904 527300 between 9am-5pm Monday to Friday or email enquiries13-18@stpetersyork.org.uk. We will aim to resolve the matter to your complete satisfaction.