



Terms and conditions

The following Terms and Conditions are between the Customer (here after referred to as “you” or “your”) and So Sweet Online Ltd t/a Reecestuckshop (hereafter referred to as “Reecestuckshop”, “we”, “us” or “our”).

By submitting an order on <https://Reecestuckshopshop.com> you are agreeing to the terms and conditions that appear herein which will apply to any purchases made throughout this website.

By agreeing to these terms and conditions you confirm that you are;

- A registered customer of this website
- Over 18 years of age
- Providing accurate and complete details
- Consenting to Reecestuckshop collecting your information for marketing purposes

Privacy

The use of your personal information is covered by the Privacy Policy that is listed at the bottom of our website.

Purchase Contract

All purchases made on this website are governed by these Terms and Conditions. The Terms and Conditions governing your purchase will be those in effect on the date of your purchase. We reserve the right at our sole discretion to amend these Terms and Conditions at any time. If you order goods after we have published any changes to the Terms and Conditions you will be bound by those changes. Accordingly, you should ensure that you understand the precise Terms and Conditions applicable to your order, before placing your order.

We will confirm receipt of your order as soon as possible by email, to the email address that you have provided to us. Please make sure that the email address that you have provided is correct and accurate and that your email mailbox is in proper working order, as all correspondence regarding your order is sent to the email address provided. Please remember to check your spam or junk mailbox as emails can often be misdirected by your spam filters.

Our acceptance of your order will take place upon the despatch of the product(s) ordered and at this point the contract will be made. We will supply the product(s) to you in accordance with these Terms and Conditions.

PRICING AND AVAILABILITY

All products ordered are subject to availability. Whilst all endeavours are made to ensure the stock available on the website is true and accurate, some stock in our distribution centre may be damaged or short dated. For this reason, we cannot be held responsible if all or part of your order is unable to be fulfilled, due to any errors in the stock shown as available on the website.

Prices quoted on the website may vary time to time and are liable to change without prior notice. Any price changes will not affect orders that have been checked out and/or paid for.

However, if you have items in your basket and have not checked out, the prices will be updated as you complete the check-out process. Despite our best efforts, some products on our website may be incorrectly priced (either due to human or technical error). In the event of any obvious pricing errors, we reserve the right to cancel an order before dispatch a refund any monies paid to us.

The prices shown will be including VAT.

Payment

Payment must be received in full before your order will be dispatched. For same day dispatch we require your order, and payment in full, before midday. We accept payment by debit or credit card and/or PayPal.

The title and ownership of the product(s) shall not pass to the customer until such time as you have paid in cleared funds to our Bank Account and/or PayPal Account, payment in respect of all sums which are outstanding on your account. Until such time, you shall store the product(s) in such a way that they are clearly the property of Reecestuckshop. You shall not destroy, deface or obscure any identifying mark or packaging on or relating to the goods until such time that the ownership has passed to you. Notwithstanding this, you are entitled to sell and deliver the product(s) to a third party within the normal framework of your business, the proceeds of such sale being held in trust for us.

Dispatch

We will always endeavour to dispatch on the same working any order that has been placed and paid for before 2pm Monday to Friday. However, we cannot always guarantee this. If you have placed and paid for your order before 10am Monday to Friday and we are unable to dispatch on the same working day we will let you know as soon as possible.

Any order placed and paid for after midday Monday to Friday will be dispatched on the next working day. Orders placed and paid for on Saturday and Sunday will be dispatched on Monday.

For the avoidance of doubt, any order placed after Friday at midday until Monday at Midday will be dispatched on Monday afternoon at the very earliest.

Delivery

Delivery will be made to the address provided during the check-out process. Please ensure that you have entered your address correctly. We cannot accept any liability for miss-delivery or re-delivery if the delivery address entered on the order is incorrect.

Deliveries will be made between the hours of 9am and 5pm. You must ensure that your delivery address is easily accessible and that someone is available to accept and sign for the delivery. If no one is available to accept and sign for the delivery, a re-delivery charge may be incurred.

The delivery transit times specified at the point of checkout are calculated from the point of dispatch. For example; a 24hr order dispatched on Monday should be delivered on Tuesday, a 48hr order dispatched on Monday should be delivered on Wednesday. The delivery days are Monday to Friday as standard. Therefore, a 24hr order dispatched on Friday should be delivered on Monday and a 48hr order dispatched on Friday should be delivered on Tuesday. Please note that these delivery times are only guidelines and not guarantees. The delivery is performed by one of our delivery partner. The actual delivery date is outside of our control. Therefore, we cannot guarantee a delivery date and we accept no liability if the delivery extends beyond the specified timeframe. In the event of delayed delivery or lost parcel, all reasonable efforts will be made by Reecestuckshop to contact the courier/delivery partner to track the parcel but you accept that once your order is passed on to the courier/delivery partner that all liability is passed on to the courier/ delivery partner and not with Reecestuckshop. No refunds, full or partial, will be made by Reecestuckshop to you until we have conducted a full investigation and have come to a reasonable conclusion.

If your package is visibly damaged upon arrival, please make a note of this where you are required to sign on the proof of delivery. No liability for damages and or discrepancies will be accepted if the proof of delivery is signed for as received in good condition or unchecked.

Any discrepancies with the order received must be notified to us in writing to hello@Reecestuckshopshop.co.uk within 24hrs of receipt. No liability will be accepted for discrepancies notified to use any later than 24hrs after receipt.

Any products that are sensitive to heat and are ordered during the summer months are done so at your own risk. We cannot accept any liability for damage caused in transit due to warm weather.

All product remains the property of Reecestuckshop until payment has been received in full by us.