

## **Atlantis Shop - Terms & Condition**

These Terms & Conditions govern your use of **Atlantis shop** website and face to face service. By placing an order you accept, and agree to, the content of these Terms & Conditions. We reserve the right to change the Terms & Conditions at any time and it is your responsibility to check regularly before ordering. This does not affect your statutory rights.

### **Availability**

**Atlantis Shop** is available only to Members of Atlantis Swimming Club Horsham, their immediate friends and family.

### **Ordering**

Orders will be taken by internet and face to face, goods will be supplied usually within 14 days unless personalisation is required (e.g. adding swimmers names to a Hoodie) when orders can take considerably longer, sometimes in excess of 10 weeks.

Payment for any item requiring personalisation must be made at the time of order.

All goods will be available for collection at the Pool specified in the order form at pre-arranged times which are subject to variation from time to time. No items will be posted or hand delivered without specific arrangements being agreed in advance.

As garments are generally specifically ordered by **Atlantis shop** prices quoted are subject to change, we will always endeavour to tell you the price if the variation is more than 10% of the original quoted price.

VAT will not be charged on children's sized clothing.

### **Internet Payment**

Payment over the Internet can be made via our secure check out pages using Visa, Visa Electron, MasterCard, and American Express, Switch/Maestro or Solo cards. Purchases will appear on your statement as Atlantis.

### **Refunds**

For 30 days after purchase we will refund or exchange any unused non-personalised item purchased from **Atlantis shop** without charge.

No refund will be made for personalised items unless there is a manufacturing fault.

Returned goods must be unused and supplied with their original packaging.

If you request a refund we will refund you, by the method used to pay for the order which may take up to 10 working days.

### **Cancellations**

Orders for non-personalised goods may be cancelled at any time before they are despatched. Orders for personalised goods can only be cancelled if the manufacturer agrees. Contact Tracey Hooker.

### **Privacy**

**Atlantis Shop** maintains a strict privacy policy in accordance with the Data Protection Act 1998.