

## Terms & Conditions

### General

These terms and conditions set out the basis on which you can use our website and place orders for items from Simboc Limited. By ordering goods from Simboc Limited you are deemed to have understood and accepted these terms. The supplier of the goods featured is Simboc Limited ("Simboc Limited", "we", or "us").

You may contact us by email at [orders@simboc.com](mailto:orders@simboc.com). Telephone calls to and from Simboc Limited may be recorded or monitored as part of our efforts to further improve service to our clients.

We may contact you for marketing purposes by email, mail or telephone with relevant offers from The Simboc Limited. We may also contact you for market research purposes.

Registered Address: Simboc Limited, 85 Great Portland Street, First Floor, London, W1W 7LT. Registered in England & Wales - Company Registration Number: 8676449

VAT Number: GB175397861

### Data Protection

Simboc Limited will not disclose buyers' information to third parties other than when order details are processed as part of order fulfilment. In this case, the third party will not disclose any of the details to any other third party. Data collected by us is used to take and fulfil customer orders, administer and enhance the site and service and we will only disclose information to third-parties for goods delivery purposes and inform you of seminars we think may be of interest to you, however, you will always be given the option to opt-out of receiving these emails.

### Cookies

Cookies are small text files used by a large percentage of websites assist a website in providing high quality, fully functional websites. They are an integral part of providing an online shopping website.

In addition to being necessary to allow you to use all parts of this website some cookies also collect information about how you use our website and so that we may improve how people experience this website.

By using and browsing our website you are consenting to cookies being used in accordance with this policy. If you do not consent you can disable cookies from within your browser settings. For more information on doing this please visit [aboutcookies.org](https://www.aboutcookies.org).

## Payment

Orders will not be despatched until payment has been received in full and our order-handling agency has confirmed this.

We accept all major credit and debit cards with the exception of American Express.

Card details are checked and verified by a third party and goods are despatched once authorisation has been obtained. All payments made in our online shop are handled by a secure third party payment handling company and no credit card numbers are held in clear text on any website.

## Orders

A contract is formed between Simboc Limited and you when we despatch the goods you have ordered. Until the goods are despatched the order may be cancelled. Exceptions apply to personalised items and goods made to order, which cannot be cancelled once you have received email confirmation that your order has been accepted. For a list of exceptions please see Returns below. For security reasons we may restrict the volumes of certain items to be sold in any one transaction. If you are ordering from outside of the UK, our payment partner will convert your order into your relevant currency. We aim to despatch your order within 24 hours, however, this may be longer during busy periods. If you need your order urgently, please call us and we will do what we can to assist.

**Workshops/Seminars & Boot Camps refunds:** We hope you understand that when we plan Workshops/Seminars & Boot Camps, venues, caterers and other resources require firm commitments from us in the form of non-refundable deposits, in order to secure their services on the dates we require. With that in mind we have established the following policies for refunding registration fees paid to us. If you have to cancel within the following time frames you will receive a partial refund as follows:

75% of fees paid - more than eight weeks from date of event.

50% of fees paid – four weeks to eight weeks inclusive from date of event.

No refunds can be given less than four weeks from the event.

## Postage & Packaging, Delivery & Charges

We do not charge extra for standard delivery. Postage within the UK mainland is sent by Royal Mail First Class. If you'd like your order delivered urgently, we offer a Royal Mail Next Day service £7.50 (within the mainland UK, excludes Northern Ireland). Items are generally dispatched within 24 hours. Please call us if

your order is urgent; we can arrange express shipping on most items for a small extra charge. Overseas orders will be quoted before dispatch: we can ship to most countries, please call or email for a quote.

If your order goes missing, let us know and we'll promptly make a claim with the delivery company and despatch a replacement product for you.

### Returns

You may return any item at your expense within 7 working days of receipt, in a new and unused condition and in its original packaging.

Your rights to return goods are protected under the EU Distance Selling Directive, which can be found at: <http://www.legislation.gov.uk/uksi/2000/2334/contents/made>.

### Prices

Prices of goods displayed in and ordered through the website may differ from prices at live events and seminars.

### Usage

All products are sold on the basis that they are suitable for the use described by the manufacturer.

### Availability

All orders for products are subject to availability.

### Your right of cancellation

You have the right to cancel the contract at any time up to 7 days after you receive the goods (see below). Please note that this policy has some limitations.

Except in the case of faulty or misdescribed goods, if you exercise your right of cancellation after the goods have been delivered to you, you will be responsible for returning the goods to Simboc Limited at your own cost. The goods must be returned to the address shown within the [Contact Us](#) section of the website. You must take reasonable care to ensure the goods are not damaged in the meantime or in transit.

Once you have notified us that you are cancelling the contract, we will refund or re-credit you within 14 days for any sum that has been paid by you or debited from your credit card for the goods.

Except in the case of faulty or misdescribed goods, if you do not return the goods as required, we may charge you a sum not exceeding the direct costs of recovering the goods.

## Complaints

If you do have a complaint please write to Simboc Limited, 85 Great Portland Street, First Floor, London, W1W 7LT. We welcome and learn from feedback and aim to deal with complaints speedily and sympathetically. All complaints are logged, investigated and replied to.

## Copyright

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