

## **Availability**

All products and services are subject to availability and may be withdrawn at any time. If your order cannot be fulfilled you will be informed and offered an alternative of accepting late delivery or a full refund.

## **Prices**

Prices include Value Added Tax, where this is applicable. Discounts may be offered from time to time and at our discretion.

Every effort will be made to maintain the prices shown on the Website. However, we reserve the right to discontinue any item from those shown and to amend prices when necessary.

## **Making A Purchase**

Five easy steps are all it takes:

1. Clicking on a category of your choice. Then browse through our shop until you find any items you wish to buy. You can also search for a specific product by clicking on the search button above.
2. Once you find a product you wish to purchase simply click the buy button after making any appropriate selections such as size and colour.
3. You will be prompted to confirm your order and specify the quantity required.
4. At this point you can either proceed to the checkout and pay for your chosen product or you can continue to shop. You can add as many items to your order as you desire. At any stage you can view the contents of your order by clicking the view order button.
5. When ready you can proceed to the checkout. At this point you will be asked for a few details that we need to be able to satisfy the order. Payment is by credit card and all prices are in pounds sterling inclusive of VAT where applicable. We accept Visa and MasterCard and Switch and Paypal ®. Card transactions are taken via a secure page and card details are not stored after the transaction has completed.

Whenever possible we aim to dispatch goods within 48 hours of receiving the order.

## **Deliveries**

We aim to hold stocks of all lines illustrated on our website and aim to dispatch goods within 48 hours of receiving an order. However, at times of exceptional demand, delivery may be extended, we will inform you accordingly.

### **Postage & Packing (per package)**

UK - **£5.90**

Central London - **£6.75**

Channel Islands - **£10.00**

Scottish Highlands - **£12.50**

UK Overseas (Isle of Man, Isles of Scilly) - **£12.50**

N. Ireland/S. Ireland - **£14.00**

Belgium, France, Germany, Luxembourg, The Netherlands - **£18.00**

Italy, Portugal, Spain - **£20.00**

Austria, Denmark, Finland, Sweden - **£35.00**

Rest of the World - **£70.00**

**We reserve the right to amend postage & packing prices as appropriate.**

### **Damaged or Undelivered Goods**

Please check the condition of your parcel on delivery prior to signing for acceptance. In the event that goods are missing or damaged on arrival please specify against your signature and inform us immediately, within 3 working days, otherwise no claim can be considered.

### **Credit Card Security**

All areas where personal information is requested (such as card details) are protected by encryption and card details are not stored after the transaction has completed.

### **Returned Goods**

A full refund (less postage and packing) will be provided on any item returned to us in the original packaging, unsoiled, within 7 days, for any reason. Alternatively the goods may be exchanged. Refunds or exchanges cannot be made before we receive the returned goods. Returns made after 7 days or soiled goods will not be eligible for refund or exchange. Please pack carefully to avoid damage and don't forget to enclose the return form that was sent with your order.

Please enclose the appropriate return postage and packing fee with goods returned for exchange.

We recommend that you obtain a certificate of postage with adequate insurance from the Post Office if making a return, to enable you to make a claim for any loss or damage, as we are unable to compensate for return parcels that are lost or damaged in transit.

## **Rug Returns**

If the wrong size or style of rug is ordered we reserve the right to charge a handling fee of 15%.

PLEASE NOTE: Due to health and hygiene hazards involved with the inspection of horse clothing, we regret we are unable to handle any item unless it is clean and dry (Health and Safety at Work Act 1974).

## **Data Protection**

We request your name and address to enable us to provide you with an efficient after-sales service but we WILL NOT pass your name and address to ANY third parties.

## **Conditions of Sale**

Title to the goods remains with the company until full payment has been received. The technical information given on this website is not binding and we reserve the right to alter specifications without prior notice when necessary.

**NOTHING IN THE ABOVE GUARANTEE AFFECTS YOUR LEGAL RIGHTS**

## **Privacy Policy**

At Togs and Tack.com we are committed to protecting your privacy and we comply with the Data Protection laws applicable to the UK. We use the information we collect about you to process orders, to provide a personalized shopping experience and to keep you informed about special offers etc.