



## Buying Information

### **Buying Information also known as Terms and Conditions**

If you are making or intend to make a purchase it is important you read this information. I appreciate it may seem long winded, unnecessary, and bore the hind legs off a donkey, but they are there to help and protect you, and your rights, as well as mine. Using and sticking to them helps us all get things done more efficient like, and makes for a happier world.

Your use of and purchase of products from this site is governed by the terms and conditions set out below. I may make changes to this site and the details displayed on it (including prices) at any time (though I do try to avoid it). The following terms and conditions govern your use of my website and by continuing, you agree to them. If you do not agree to these terms please leave immediately.

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## **Prices and Payment**

Prices for goods displayed for sale on this website are as set out on the website. Prices are 'Copperman.co.uk' prices and are not subject to additional vat. Delivery will be charged in addition on some items, and any such additional charges are clearly displayed where they apply. Prices and delivery charges displayed are valid at time of purchase and effective only in the United Kingdom. See below for delivery outside the UK.

Copperman.co.uk cannot confirm a delivery date until you have paid for your order in full (including applicable delivery charges). Upon payment we will confirm acceptance of your order by e-mail. This will be sent to the e-mail address you provide on your order details, if you have not received this email, please contact me so I can ensure you receive confirmation of your order, and a durable copy of our terms and conditions of sale. Whether or not you receive the e-mail, our acceptance of your order will create a legally binding contract between us. I reserve the right not to supply you at my discretion.

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## **Order Processing**

Once you have selected the item(s) you wish to purchase you may proceed to place an order. As soon as you click "continue with order" your browser will go into secure mode. Data relating to your order and your personal and payment card details will pass to PayPal in an encrypted format. As soon as you have finished ordering you will exit secure mode.

I strongly recommend that you do not communicate your payment card details to anyone, including me, by e-mail. I cannot be responsible for any losses you may incur in transmitting information to me by internet link or by e-mail. Any such loss shall not be borne either wholly or partly by me, and shall be entirely your responsibility.

After receiving your order, I will contact you by e-mail to confirm details.

Delivery schedules will depend on the type of shipping selected. Goods are available for collection or may be sent via Royal Mail/courier etc. However, all deliveries will be made direct to your door.

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## **Methods of Payment**

### **Cheques Postal Orders and Bank Drafts**

If you are still unsure about providing your card details through the secure mode, I would be pleased to process your payment by cheque, bank draft or postal order. I would require payment in full five working days before processing your order to allow monies to clear.

## Bank Transfers and Payments

Alternatively, payment may be made in full by cash transfer from your account to mine. If you wish to pay by this route, I would be pleased to provide my account details by e-mail. I bank with Barclays, if you do as well, then we can process your order 24 hours later. If you bank elsewhere, we will need to allow three working days for the completion of the transfer before processing your order.

## Credit and Debit Card Payments

All card payments (Visa, MasterCard, American Express, Discover, Switch, Solo, Delta and PayPal) are processed by PayPal. You may have to pay them an additional fee, which is not included in the total price of the goods and delivery charge.

## Cash

Cash must not be sent via post. Any cash payment must be made in person. I am unable to provide a C.O.D. (Cash on Delivery) service.

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## Your Right to Cancel Your Order

Before placing your order, you must be sure that you require the goods and that the goods are suitable for the required purpose, goods that are made to order or, upon your request have special finishes applied, cannot be cancelled. In which case you will be advised on such orders by email prior to completing the order.

If you are not completely satisfied with your purchase, you must inform me in writing, such as a letter hand delivered or sent through the post, or by fax, or by sending an email, or replying to your order confirmation email, **within seven working days of receipt of the goods** quoting your order number. It is advisable to keep evidence of your request to cancel the order in the form of postage receipt, or confirmation of fax transmission. You have a statutory duty to take reasonable care of the goods. They must not be used, fitted or installed, and any labelling on the products must not be removed.

You may cancel an order for services in the same way, **within seven working days of the date the deposit was paid**, unless upon your request the services begin sooner, in which case the right to cancel the services will end upon the commencement of such services.

After contacting me, I will inform you of the address to return the goods, or make provisions to have the goods collected on your behalf, the goods must be in their original condition including all documentation and, should include all original packaging. Goods should be returned to me if possible **within 14 days of receipt**. Custom made items can not be refunded unless I have made an error, or the item is faulty. I will issue a refund for the full price paid for the goods including delivery costs, however the cost of returning the goods shall be paid by you. If goods are sent back to me at my expense, I reserve the right to charge you the direct costs involved in returning the goods.

If the goods arrive damaged or incorrectly delivered please contact me immediately so that I can arrange for the goods to be exchanged. If you need to return faulty goods, or goods are delivered as a result of an error by myself, I will pay for the item to be returned, in this case please contact me and I will advise you on how to return the goods.

Some items may have extended guarantees. If your goods develop a fault please contact me immediately so I can arrange where possible to have the item repaired or replaced.

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## Delivery and Shipping

### Delivery Costs

The delivery cost will depend on the method selected by you at time of purchase. Whatever method selected, the price will be clearly shown prior to purchase to allow you to choose the option most convenient to you. I am also able to retain some items (by arrangement only) if required on a specific date eg birthday or Christmas.

## **Delivery Times**

Delivery times vary dependant on the delivery method selected. I will confirm any delivery times as part of the order confirmation email.

If any items you order are not available I will contact you by telephone or e-mail to discuss how you wish to proceed.

All orders must be placed before 12.30pm to ensure they are processed on the sameday. Orders made after 12.30pm may be processed on the next working day.

## **Shipment Areas**

Delivery is available to all UK mainland addresses. Customers living in some remote rural areas should note direct delivery may not be available.

Please note that in some cases delivery is unavailable to Northern Ireland, Scottish islands, Isle of Man, Isle of Scilly, Jersey, Guernsey and BFPO addresses.

## **Shipping Outside the UK**

Items can be sent anywhere worldwide subject to cost. Prior to ordering and payment, email me with your requirements and I will provide you with a quote. The method and cost of shipping to be agreed and confirmed, and payment met before any item can be sent.

## **Multiple Delivery Addresses**

Orders are shipped to one address only, multiple deliveries destinations are to be treated as single orders and as such each delivery destination will need to be treated as a separate order.

## **Multiple Item Orders**

If your order contains items I do not make myself, for example, a particular musical instruments, products may be sourced from more than one supplier. If this is the case, goods may therefore be delivered separately on the same day or on different days. Confirmation will be sent via email.

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## **Help Me to Help You**

Please leave a day-time telephone number so that I can contact you if any issues arise. Thankyou.

If you are not at home when your goods are delivered, a card may be left with instructions on how to reschedule the delivery at a convenient time. You may incur additional redelivery charges in this instance. It is therefore extremely important that someone is available to receive the goods on the date of delivery.

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## **Back Orders**

In the event that items are unavailable, they can be placed on back order, on request by you. I will confirm details of expected delivery via email. Items that are unique can not be back ordered.

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## **Commissions**

Any commissions undertaken by me whether for goods or services shall be subject to a 25% non-refundable deposit before commencement of the work can begin.

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## **Returns**

If your goods are incorrect, faulty or damaged on delivery I will arrange for an exchange of the product on the next convenient delivery date. This does not affect your statutory rights.

## **How To Return Items**

To return incorrect or damaged items, please call me on 07917 889 130 and I will arrange for the goods to be collected. Line(s) are open 9am – 6pm weekdays and Saturdays with voicemail answering service outside these hours, or in the event I am unavailable. Please bear in mind that I may be in the workshop operating loud machinery, in which case I check my phone on a regular basis.

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## Guarantee

A one year guarantee is provided for all the goods I make and sell, as well as all the goods I have sourced from suppliers. If an item carries a further extended guarantee, either my own or other's, it will be clearly stated with the item.

Please note: wood is an organic substance and its condition can suffer and degrade very quickly if not looked after. Many problems can be avoided with a little care and awareness.

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## Security

I understand that you may have concerns about online payment security. Online payments are handled by PayPal whose products are specifically designed to enable the secure, real-time processing of online credit and debit card transactions. I do not record or retain any details myself, on any paper, or electronic means, other than those details I am legally required to retain for audit and tax purposes. As PayPal processes your payments, I do not need to hold or store credit card details.

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## General

I shall not be liable to you where performance of any of my obligations to you is prevented, frustrated or impeded by reason of acts of God, war and other hostilities, civil commotion, accident, strikes, lock outs, trade disputes, acts or restraints of Government, imposition or restrictions of imports or exports or any other cause not within the reasonable control of Copperman.co.uk.

If any part of these terms and conditions is found to be unenforceable as a matter of law, all other parts of these terms and conditions shall not be affected and shall remain in effect.

I cannot guarantee that the appearance and/or colours of products shown on this site exactly reproduce the appearance and/or colours of the physical products themselves. All sizes quoted are approximate. I have done my best to reproduce images/information as accurately as possible. When and where such variances are known, they will be clearly stated.

Sorry to nag, but I just have to say: Before working with electricity, gas or water you should always consult an appropriate professional. Always read and follow any relevant manuals and safety instructions. When working with electricity always turn off the mains. Be safe, be alive.

To the extent permitted by law, Copperman.co.uk accepts no liability for any loss, damage or injury arising as a consequence of the advice provided.

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## In these Terms and Conditions:

"Copperman, and Copperman.co.uk" means, Copperman.co.uk and any other connected organisation that supplies the goods ordered by you and any successor to its business;

"Me and I" means Matthew Willems trading as 'Copperman' and 'Copperman.co.uk';

"Working days" means every day of the year except weekends, and English statutory and public holidays;

"You" means the person ordering goods subject to these terms and conditions;

"Goods" means the products or items purchased through this website;

"Services" means the performance of duties or provisions for work of professional activity of a person involved with manual labour. (Say that three times quickly when drunk!)

## Applicable law


These terms and conditions apply to the use of this website and/or any contract between us. Both shall be governed by and construed in accordance with English law and English courts shall have exclusive jurisdiction over any disputes.

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## My Details

### My Address:

 Copperman,  
14 Hamilton Court,  
Drake Avenue,  
Worthing,  
West Sussex,  
BN12 6ER.

To contact me by telephone please call: **07917 889 130**. Phone is answered Mondays to Saturday between 9am – 5pm. If I am busy in the workshop, or otherwise unavailable, a message can be left, and I will return your call at the earliest opportunity.

To contact me by email please use: **copperman@copperman.co.uk**

To contact me via this website, please complete my **contact form**.

### Proprietor:

**Matthew Willems**

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