

CLASSIC MONSTERS TERMS AND CONDITIONS

Revised January 2017

GENERAL TERMS

The owner of this website is Classic Monsters which is a trading style of Stripey Media Limited whose registered address is 5 Crescent East, Thornton Cleveleys, Lancashire FY5 3LJ, whose company number is 08511049. Stripey Media Limited is registered in the UK for VAT and the registration number is 161746700.

Classic Monsters may change or withdraw any part of the website, or may refuse you access to the website at any time if we consider it necessary.

Use of Classic Monsters and these terms are subject to the laws of England and the jurisdiction of the English Courts.

Except in respect of a payment obligation, neither you nor Classic Monsters will be held liable for any failure to perform any obligation to the other due to causes beyond your or Classic Monsters's respective reasonable control.

Disclaimer

Classic Monsters have the right to change prices and specifications without prior notice. Product pictures and particularly colours are as accurate as the website allows. Cover designs may be changed prior to actual publication.

Availability of our website

We will try to make our website available but cannot guarantee that our website will operate continuously or without interruptions or be error free and can accept no liability for its unavailability. You must not attempt to interfere with the proper working of our website and, in particular, you must not attempt to circumvent security, tamper with, hack into, or otherwise disrupt any computer system, server, website, router or any other Internet connected device.

We will do our best to ensure that all materials and information published on our website are accurate, but please note that all content, materials and information on our website are provided on an 'as is' basis and you assume total responsibility and risk for your use of our website and use of all information contained within it.

Classic Monsters will do our best to correct errors and omissions as quickly as practicable after being notified of them.

All pre-order dates are approximate, although every attempt will be made to publish titles on, or as near to, dates provided as possible.

Our website is available in UK English only by default, and we cannot take responsibility for any errors or omissions if it is translated by browser software or other means.

Ordering

Payment for your order is taken in full at the time of placing it. Any pre-order items are clearly identified as such on the website and expected shipping times are provided.

Should an expected shipping time change, this will be updated on the website and you will be contacted with the updated information. Should you wish to cancel at this time, you will be entitled to do so and receive a full refund.

Subscriptions to Classic Monsters of the Movies magazine are charged for four quarterly issues plus shipping. If any or all of the items within your chosen subscription period are in stock, these will be dispatched immediately. All subsequent issues covered by a subscription will be dispatched as soon as they are published. Publication dates for advance subscriptions are listed on the website.

Classic Monsters may cancel any sale and not supply products if it is reasonable to do so and may change or discontinue the availability of products at any time at our sole discretion. If an order is cancelled, any payment made for the products will be refunded in full. This does not affect your statutory rights.

We always try to make sure that the prices on the website are accurate but errors may occur. If we discover an error in the pricing of the products in your order we will inform you as soon as possible using the contact details you supply us with. We will then give you the option of reconfirming your order at the correct price or cancelling it. (If we are unable to reach you we will treat the order as cancelled). If an order is cancelled, any payment made for the products will be refunded in full.

By default, all prices listed are in GBP. A currency converter is available on the site offering prices in USD and EUR, but please note this is an approximate guide and accurate currency conversion will be carried out by PayPal at the time of completing your order.

Classic Monsters is entitled to refuse any order placed by you.

All free gifts are offered on a discretionary basis and where the stated gift is no longer available, an alternative of equivalent value will be offered.

Liability

Classic Monsters does not accept liability (except as set out in these terms and conditions) for any errors and omissions and we reserve the right to change information, prices, specifications and descriptions of listed goods, products and services.

You will be responsible for any breach of these terms by you and if you use Classic Monsters in breach of these terms you will be liable to and will reimburse Classic Monsters for any loss or damage caused as a result.

These terms do not affect your statutory rights as a consumer which are available to you.

We shall have no liability (including liability for negligence) for the acts or omissions of telecommunications service providers or for failures of, or faults in, their networks and equipment.

DELIVERY

We will make every effort to deliver within the time stated but we will not be liable for any loss caused to you by late delivery.

UK orders are usually delivered within 7 working days of ordering and worldwide orders are usually delivered within 8 to 15 working days, but we ask that you allow 28 calendar days before querying an order.

Incorrect personal details may lead to problems or delays in delivery, so before placing your order, please ensure that you have included full address details both on the Classic Monsters website and in PayPal, so we can notify you in the event of a delivery problem.

Tracked shipping is not offered as standard. However, if you would like your item(s) shipped in this way then please contact us prior to placing your order, for a bespoke shipping quote.

Cancellations

We endeavour to provide the best customer service possible. Should anything go wrong, we will make every effort to resolve the issue. However, should the problem be unsolvable, or you prefer to amend or cancel your order, please contact us.

If you decide to cancel an order after the products have been despatched and commenced their carriage to you by carrier or post, we may charge you for the carriage of those products. We advise you check the status of the order before you request cancellation. Any charges will be communicated to you before we confirm the cancellation.

Once Classic Monsters receive notification from you that you wish to withdraw from the contract (in accordance with these terms), any sum debited to Classic Monsters from your credit card in relation to your order will be re-credited to that credit card account as soon as possible and in any event within 30 days of your order provided that the goods you wish to return are received by Classic Monsters in the condition that they were in when delivered to you. You will be liable for any charges incurred in returning the goods to Classic Monsters.

Returns

You may return any delivered products you have purchased within 14 days of delivery for any reason. To do so you must notify us within 14 days after you receive the item(s).

Once a return has been initiated in writing, you must return the goods within a further 14 days. Once we have received the returned item (s), you will be refunded within 14 days.

If:

- the product delivered is not what you ordered (including an unapproved substitute product), or does not correspond with its description;
 - the product delivered is not of a satisfactory quality,
 - the product arrives damaged or faulty
- and you have notified us within 14 working days, we may replace the item or affected parts or you may cancel the order and receive a full refund.

While in your possession, you must keep any products you intend to return to us in good condition. Products must be returned in the same condition as they were delivered. Care must be taken to ensure the return products are packed well to avoid damage or loss of parts in transit.

You will be responsible for the returned products until they reach us. All shipping costs associated with returns other than for faulty or damaged items must be borne by the customer.

PRIVACY POLICY

Classic Monsters are committed to protecting your privacy. We use the information we collect from your shopping experience here to process orders, and we will only use the information we collect about you lawfully (in accordance with the Data Protection Act 1998). Please read on to learn more.

What information do we collect?

When you order we need to know your name, shipping address and email address. Your credit or debit card number, expiry date, security code and other credit / debit card details will not be held by either Classic Monsters or Stripey Media, but will be handled by PayPal. This allows us to process the order. We reserve the right to add customers' email addresses to our marketing database. Customers can unsubscribe at any time using the link provided in electronic marketing communications.

How do we protect your information?

The personal information we hold will be held securely in accordance with our internal security policy.

Do we use cookies?

Yes, we use cookies to enable a better shopping experience. Cookies are small pieces of information stored locally on your computer by your browser. We use cookies to enable you to hold the content of your shopping basket between visits, we do not store any personally identifying information in these cookies.

Will we sell your information?

Classic Monsters does not sell or rent any information about their customers - it's as simple as that. We will not forward your details on to any third party at any time.