

## Useful Info

### Making a Purchase

*Making a purchase could not be easier. Just browse our store, and add any items that you wish to buy into the shopping basket. After you have finished your selection, click on 'Checkout' and you will be asked for a few details that we need to be able to complete the order.*

*We accept card payments. If you are shopping from North America or anywhere else, place your order and your card company will convert the transaction to your own currency.*

*We accept Visa and MasterCard. We do not charge for any item until it is ready to ship. Backordered items are not charged until they are shipped. If you do not wish to pay online, you may send your card information via phone, fax or by post.*

*If you have made a mistake in your order and cannot correct it in the shopping cart, contact us and we will correct the mistake.*

*After your purchase we will send you a confirmation email; this is to indicate that we have received your order. It does not indicate that a contract exists between us. We will indicate acceptance of your order, and hence a contract between us, when we send you an invoice. We have included this term to protect us in the case that a mistake has been made in pricing, we have inadvertently under-priced goods, or we are no longer able to supply a particular product for some reason. In the case of a change of price, we will always contact you first to ensure that the price is acceptable.*

### Delivery information

*UK mainland deliveries are always shipped by courier and are normally delivered on the next working day. We will normally send your order to you within two business days. International orders are generally received in under 14 days. This is not a guaranteed service.*

*You must inform us within two working days if the goods are lost or damaged in transit so that we can make a prompt claim against the delivery company and correct the problem. Please quote your order number in all correspondence.*

*You agree that proof of delivery supplied by our delivery company is sufficient evidence to establish that goods have been received.*

### Back Orders

*If your item is not in stock, we will back order for you. You will always be emailed with the option to cancel your order if you would rather not wait.*

### Guarantee

*We guarantee your satisfaction. All of our products come with a 30 day no quibble guarantee.*

### Returns Policy

*Your rights to return goods are protected under the EU Distance Selling Directive.*

*You are entitled to cancel your order and return the goods within 7 working days for a full refund, including the cost of delivery. Do this by contacting us by email or telephone and quoting the order number supplied to you. Your refund will be paid within 30 days. You are responsible for the cost and risk of loss or damage when returning the goods, so you should take out enough postal insurance to cover their value. This cancellation policy does not affect your rights when we are at fault - for example, if goods are faulty or not as described.*

*Any goods returned should be in saleable condition.*

*These terms apply to your order. We may change our terms and conditions at any time, so please do not assume that the same terms will apply in the future.*

*None of these terms affect your legal rights and these are not diminished in any way. If any term is held to be invalid under any applicable statute or rule of law, that term is automatically omitted from the terms to minimum extent necessary to comply with the law and without affecting the validity or enforceability of the remainder.*

### International Orders

*International deliveries are shipped using Royal Mails "Tracked & Signed" service and are usually delivered within ten to twelve days depending on delivery location. Orders are packed with an accurate customs declaration and you may incur customs or import duties. We recommend that you contact your local customs office for advice if necessary.*

### Postage Rates

*Postage rates depend on the weight of your order and the country we are shipping to. The postage charges will be shown on the checkout page before you enter your payment details*

### VAT

*All orders shipped within the UK and to the European Union will incur VAT (Value Added Tax) at the UK rate of 20%. VAT is not applicable to children's clothing items or to items shipped outside of the European Union.*

### Credit Card Security

*When the order is placed at our website, credit card numbers are encrypted using 128-bit encryption. They are only decrypted after they reach our computer. They are not held in clear text on any web site.*

### Privacy and Data Security

*At Welsh Magic, your right to privacy and security is a major concern. Below are the guidelines we use for protecting your personal information. Please read the following very carefully.*

### **Welsh Magic Privacy Policy**

Welsh Magic respects your privacy. We will only collect, store or use your personal information for specific purposes. We use your information to support and enhance our relationship with you, for example to process your purchase, provide support, and/or for other legitimate reasons described by law. We do not sell your personal information. Our goal is to ensure the highest levels of security and confidentiality.

### **The Information Welsh Magic Collects About You**

Welsh Magic only asks for specific types of personal information. We ask you to provide information that will enable us to process your purchase or provide services to you, enhance your site visit, respond to requests for information, support our customer relationship or assist you with any query issues. Welsh Magic may collect information when you:

- Register on [www.welshmagic.com](http://www.welshmagic.com)
- Place an order for products;
- Sign up to our newsletter;
- Request e-mail notification of your order status and or query an existing order;

In each of the instances above, we may ask for your name, address, e-mail address, phone number, credit card information, other bank details, and other information that is needed to process your purchase.

Welsh Magic only uses your personal information for specific purposes

The information you provide will be kept confidential and is collected and processed for the following general purposes or for any other legitimate purpose described by the applicable law.

- To process your purchase
- To fulfil requests
- To contact you

Welsh Magic will not disclose your personal information to any outside organization for its use in marketing without your consent

Personal information regarding you (such as name, address and phone number) or your order and the products you purchase will not be given or sold to any outside organization for its use in marketing or solicitation without your consent.

### **Your rights**

Upon your request and within 40 days we will inform you about the type of personal information we hold about you, the purposes for which we hold it and the possible recipients or types of recipients. Upon written request and within a reasonable period of time we will also correct, delete and/or block personal information from further processing if that information proves to be factually inaccurate, incomplete, or irrelevant to the purpose(s) of the processing.

### **Cookies**

Cookies are a technology which can be used to provide you with tailored information from a Web site. A cookie is an element of data that a Web site can send to your browser, which may then store it on your system. You can set your browser to notify you when you receive a cookie, giving you the chance to decide whether to accept it.

Our site makes use of cookies. Cookies are used for the following purposes:

- User targeting
- Research and development

### **Contact Welsh Magic**

Welsh Magic is wholly owned by Magic Kingdom Limited. If you would like to contact us, or have questions or suggestions regarding our Privacy Policies, please write, or e-mail us at the following address

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