**Terms & Conditions for The Weatherbies**

Welcome to The Weatherbies website. This website is operated by The Weatherbies Ltd, a company registered in Northern Ireland with company number NI071529 whose registered office is 65 Station Road, Maghera, Co Derry BT46 5EY

The terms and conditions are provided by The Weatherbies and set out the terms and conditions under which you may use our website, our e-book and outline product delivery and return details. Your use of this website constitutes acceptance of these terms and conditions.

Changes may be made to these terms and conditions at any time and will be effective immediately. We reserve the right to amend or correct any website content with our without prior notice.

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**Your account**

When you use our website, it is your responsibility to ensure confidentiality of your account and password and that no unauthorised persons have access to them. You agree to accept responsibility for all activities that occur under your account and password.

**Website**

We endeavour to present the most recent, most accurate and most reliable information on our website and app at all times. However, there may be occasions when some of the information featured may contain incomplete data, typographical errors or other inaccuracies.

The nature of Internet communications means that your communications may be susceptible to data corruption, interception and delays. The Weatherbies shall not be responsible for any detrimental reliance you place on this website or its contents.

**Terms and Conditions of Sale**

The technical steps required to create the contract between you and us for online purchases are as follows:

* You place the order for your products on our Website by pressing the Checkout button at the end of the buying process. You will be guided through the process of placing an order by a series of simple instructions on the Website.
* We will send to you an order acknowledgement email detailing the products you have ordered
* We will dispatch the order from our warehouse
* Order acceptance and the completion of the contract between you and us will take place on the despatch to you of the Products ordered.
* You will be separately notified in the event that we do not accept your order, or where you have otherwise cancelled your order.
* A contract is formed between us when (and not before) we dispatch your order.

By placing an order with us you agree that

* Any information provided by you will be true, accurate, current and complete
* You are the authorised holder of any credit or debit card you may use on the website
* You will notify us immediately of any changes to any information you have submitted to the website
* We may collect, store and use information about you in accordance with our [Privacy Policy](https://www.smythstoys.com/uk/en-gb/page/o/customerservice/security-and-privacy/)
* By clicking Confirm Order you are confirming your acceptance of these terms and conditions and that you are giving us permission to pre authorise your account upon order and debit your account upon dispatch / collection.
* You have read and accept all terms and conditions
* Products are for family domestic use only.

We reserve the right to vary these terms and conditions at any time.

**Contract Cancellation**

Due to the quick turnaround of orders we are unable to amend an order once it has been placed. Customers must ensure they check their order carefully before submitting it.

Please note that you are entitled to cancel this contract if you so wish provided that you exercise your right and notify us no longer than 14 working days after the day on which you receive the Products.

If you wish to exercise your right to cancel this contract we will refund the original purchase price and delivery charge, provided that you have notified us in writing no longer than 14 working days after the day on which you receive the Products, that you have taken reasonable care of the Products and they remain unused and unopened. Please see our Returns section.

**Shipping and Delivery**

We currently offer shipping and delivery within the UK only. We offer the most competitive postage rates and any postal charges are only covering the cost of shipping as incurred by us from our third party delivery service providers.

**Delivery Timeframes**

It is our objective to achieve on time delivery on all orders. We use a third a party service provider and on occasion human error may cause a package to be misdirected. Once despatched, the on time delivery of a package is the responsibility of the relevant courier company and The Weatherbies cannot be held responsible for a package not reaching its destination on time.

In order to avoid disappointment, we suggest that customers place orders well in advance of parties and Christmas to allow for any unforeseen delays.

**Delivery Failure**
If you fail to take delivery of the ordered goods and they are returned to us, we will contact you upon their arrival via email. A refund of the cost of goods without shipping will be processed within 7 days unless you have notified us before then to advise that the goods are still required. If the goods are still required, you will be charged an additional shipping fee for a second delivery.

**Stock Outs**
Usually everything displayed on our site as In Stock is present in our business and available for immediate sale.

In the unlikely event that any ordered goods are not readily available to us, we reserve the right to cancel your order. You will receive an email notification of any order cancellation as a result of stock out confirming that any pre-authorisation has been released and/or payment refunded for the goods in question, in line with our payment terms.

### Returns

We are happy to exchange or refund goods if returned within 28 days of purchase, provided the goods are unused, unopened, in their original condition and packaging. All returns must be accompanied by a valid Weatherbies receipt or, for online returns, your order reference number.
Please send returns to The Weatherbies 65 Station Road, Maghera, Co Derry BT46 5EY

We strive to ensure all your purchases reach you in perfect condition. If you receive a damaged delivery please notify us by email to Yvonne@wmm.ie within 24 hours. We will then advise on how best to proceed.

We will be in touch as soon as we receive the return. It will be checked and granted it meets these terms and conditions we will then issue a refund. Refunds will be applied to the credit card used to purchase the item

### Data Protection

Your privacy is very important to us. We will never release your personal details to any company outside of the The Weatherbies for mailing or marketing purposes. We confirm that your personal information will only be used in accordance with our [Privacy Policy](https://www.smythstoys.com/uk/en-gb/page/o/customerservice/security-and-privacy/).

### Description of Products

We take all reasonable care to ensure that all details, descriptions and prices of products appearing on the website are correct.

### Payment Terms

We accept the following payment methods

Online: Visa, MasterCard and Visa Debit

**Safety & Regulations**

Safety is a priority at The Weatherbies and all are products are made to industry standard. Please ensure you supervise your children when they are reading the books or e-books to avoid any accidents.

**Complaints**

The Weatherbies operate a complaints handling procedure which is used to try and resolve disputes when they first arise. If you have a complaint please contact The Weatherbies 65 Station Road, Maghera, Co Derry BT46 5EY