

Online Shop Terms, Conditions & Returns Information

Contact Details & Information

If you have any queries or problems we are here to help, please email info@sackmaker.co.uk or call us on **0800 032 6447**

Our Contact Details :

Sackmaker J&HM Dickson Ltd
Registered Office:
15 Seath Road
Rutherglen Industrial Estate
Glasgow
G73 1RW
United Kingdom

Tel 0800 032 6447

Email info@sackmaker.co.uk

Company Registration Number 28536

VAT Number 259 8890 87

The shop is available in English and we are only able to answer queries in this language.

For the avoidance of doubt, the use of the words "us" "our" & "we" in these Terms & Conditions refer to the seller, Sackmaker J&HM Dickson Ltd - the words "you" & "your" refer to the buyer.

Prices & Payment

The total cost of your online order reflects the price of the items ordered including charges for handling, packing and carriage.

All products are priced in pounds (£) sterling including VAT & delivery except where additional surcharges apply for Next Day Delivery.

If you require goods shipped to Northern Ireland or Islands it's no problem but there is a surcharge - please call us on 0800 032 6447 for a quotation.

We accept payment through this secure payment site. If it does not accept your payment it's usually because your address details & or security number do not match the card.

Once you have made payment you will be sent an email confirming all the details & giving you an order reference number (usually within 10 minutes)

Prices shown on our website should be accurate when you place the order. If an error is found, we will inform you straight away, giving you the option to reconfirm the order at the correct price or cancel.

If you choose to cancel your order due to a pricing error on our part, we will refund you in full any sum that has been paid by you for the goods.

Delivery Times

All orders placed online include standard UK mainland delivery which is 2 to 3 working days from despatch (excluding weekends & public holidays)

Additional surcharges for Next Day Delivery will be added at time of checkout.

You have the option to pay for a next day delivery service but goods must be ordered before 11am to ensure we have time to despatch the same day.

Orders will be delivered by truck - Larger orders may come palletised on a tail lift vehicle so they can be unloaded - please ensure the delivery address is suitable for large vehicles or call us if you have concerns.

For items that are showing as out of stock, please contact us for estimated lead times.

Your order will be delivered to the delivery address you supply - this address must be manned between 8am & 5pm Monday to Friday.

It is not possible to change the delivery address after the order is placed - if goods have to be rerouted you will incur extra charges before delivery can be made.

The driver WILL NOT leave the goods without a signature - you will be charged if we have to re-attempt delivery of the goods or cannot access the address by truck.

All delivery times quoted are estimates, whilst every effort is made by us and our Carriers to deliver your order on time, occasionally we are unable to do this due to unforeseen factors. In this case we will try to contact you in order to advise you of the situation & make alternative arrangements.

No claim for compensation will be considered for any consequential losses incurred as a result of late delivery.

Placing an order

When you place an on-line order for the products you have put in your shopping cart, you are accepting to buy them at the price and according to the terms of this website. We will send you an email confirming your order. Please contact us immediately if you do not receive this email within 10 minutes of placing the order or if you notice any errors on the order.

If we do not accept your order for any reason, we will tell you as soon as possible.

We make every effort to keep the Online shop updated daily - however if any item(s) have been withdrawn due to becoming discontinued or out of stock, we will inform you immediately and try to suggest an alternative product. A full refund will be offered if this is not acceptable. In the event the quantity of goods you order are currently unavailable, we will ship the available items and the balance as soon as we have them. If this is the case, we will inform you immediately by phone or email after your order is placed.

Contract

A legally binding contract between you and us will be formed when we email you to confirm your order has been accepted and we are despatching the goods to you. This email represents our acceptance of the offer you made to purchase the goods when you completed your order. If we confirm to you that some but not other products that you have ordered have been shipped, those goods that have not been shipped will not form part of our contract with you. In the event of any change between completion of your order and contract formation, we will inform you and you will at that point have the right either to accept the change (in which case your email reply will represent a new offer, which we will accept upon notification of shipment) or reject the change (in which case your email reply will represent a withdrawal of your order, or relevant part of your order as the case may be).

Charging your Payment Card

We check your payment card details when we process your order & your account will be charged at the same time. If your order is cancelled before goods are despatched, we will refund the full amount you paid for the order to your payment card. We can process payments from most major Debit and Credit Cards (Excluding American Express) For security reasons, we do not store payment card details. This means that you will need to re-enter your card details each time you place a new order. You do not need to use the same card each time.

If a problem should occur in relation to our ability to either supply or deliver your order, we will inform you this is the case and give you the option to receive a full refund, or alternatively, if still possible, to have the goods delivered to you as soon as possible.

Returns & Cancellations

If you cancel your order before the goods are despatched we will issue you with a full refund.

In the case that goods are faulty, damaged or incorrectly supplied, please call 0800 032 6447 or email info@sackmaker.co.uk within 7 working days and we will ask you to return the goods to us or arrange for them to be uplifted from a manned delivery address between 8am & 5pm Monday to Friday (excluding public holidays).

We will make our best efforts to replace faulty, damaged or incorrect goods, but if replacement is not possible will offer a full refund.

We only refund carriage costs if you are returning faulty, damaged or wrongly supplied goods.

If you are unhappy with the goods you have purchased & wish to cancel your order please inform us within 14 days of purchase & return them to us in their original condition & packaging within 7 days thereafter.

We will then issue a refund for the price you paid for the goods, less our outbound carriage costs. If you are unable to get the goods back to us & we have to uplift them you will also be liable for return carriage costs.

This does not affect your statutory rights.

Please note it can take up to 3 days to process a refund once the item arrives back with us.

Warranty & Legal Statement

If you are buying goods for your own personal use and not in the course of a business, certain conditions relating to the quality of the goods are incorporated into the contract between us by law.

Nothing in this website affects your rights which cannot, by law, be taken away from you. If you are not buying the goods for private use, those terms relating to product quality shall not be part of the contract between us. The only terms to be included in the contract between us are those contained or referred to in this website. We do not offer or agree to any other conditions, warranties, guarantees or representations about the quality or description of the goods we supply.

Where you purchase the goods as a Consumer the goods we supply will be of satisfactory quality. we will not be liable for any loss or damage caused by us or our employees or agents in circumstances where:

- There is no breach of a legal duty of care to you by us or by any of our employees or agents;
- Such loss or damage is not a reasonably foreseeable result of any such breach;
- Any increase in loss or damage results from a breach by you of any term of this contract.

Nothing in these terms affects any liability for death or personal injury caused by a breach of a legal duty of care by us or for fraud or your statutory rights as a consumer.

Where you purchase the goods from us other than as a Consumer, the goods we supply will be of satisfactory quality but liability in respect of any breach of these Conditions and/or any representation, statement or tortious act or omission including negligence arising under or in connection with the Contract shall be subject to the following:

All other warranties conditions and other terms implied by statute or common law (save for conditions implied by section 12 of the Sale of Goods Act 1979) are to the fullest extent permitted by law, excluded from the contract.

Our total liability in contract, tort (including negligence or breach of statutory duty), misrepresentation or otherwise, arising in connection with the performance of contemplated performance of this Contract shall be limited to the contract price.

We shall not be liable to you for any indirect or consequential loss or damage (whether for loss of profit, business, depletion of goodwill or otherwise), costs, expenses or other claims for consequential compensation whatsoever or howsoever caused, which arise out of or in connection with this contract.

Nothing in these Conditions however shall exclude or limit of our liability of for death or personal injury caused by our negligence or for fraudulent misrepresentation. In the case of disagreement, both parties agree the contract shall be governed by and they will submit exclusively to the laws of Scotland.

Sackmaker J&HM Dickson and/or its Directors shall have no liability to you for any failure to deliver goods you have ordered or any delay in doing so or for any damage or defect to goods delivered that is caused by any event or circumstance beyond its reasonable control

Data Protection Act

We will keep a record of your contact details for the purpose of shipping the order. Card details are destroyed. We will never make your personal details available to other companies for marketing purposes..

Copyright

The material and content contained within the website is for your personal non-commercial use only. Any other use of the material & content of our websites is strictly prohibited. By accessing our

websites you agree not to (and agree not to assist or facilitate any third party to) copy, reproduce, transmit, publish, display, distribute, commercially exploit or create derivative works of such material and content.

Limitation of Liability

Although we take every care to ensure accuracy, we make no warranties as to the accuracy of the information we place on our web pages. The extent of our liability for any breach of these terms and conditions shall be limited to the value of the goods ordered by you in the relevant transaction.

Invalidity of Terms & Conditions

If for any reason part of these terms and conditions is unenforceable; the validity of the remaining terms and conditions shall not be affected. These terms and condition are governed and shall be interpreted in accordance with Scottish Law

Changes to our Terms & Conditions

We reserve the right to change or vary these terms and conditions at any time and any revision will supersede these Terms and Conditions. Any changes or variation to these Terms and Conditions made by us will be posted here and will have immediate effect. Users of this website will therefore be bound by the Terms and Conditions in force from time to time and are advised to review our Terms and Conditions regularly for changes.