

## **General**

### **Welcome to our Website.**

[www.albemarlebond.co.uk](http://www.albemarlebond.co.uk) and [www.herbertbrown.co.uk](http://www.herbertbrown.co.uk) are owned and operated by Speedloan Finance Limited. Any references throughout this document to “we”, “us”, “our”, “Albemarle & Bond”, “Herbert Brown” or any terms of a similar nature refer to Speedloan Finance Limited, whose registered office is 2nd Floor, 2 Burgage Square, Merchant Gate, Wakefield, WF1 2TS.

Our company registration number is 04332476. The term ‘you’ refers to the user or viewer of our website.

If you continue to browse and use this website, you are agreeing to comply with and be bound by the following terms and conditions of use, which together with our privacy policy govern our relationship with you in relation to this website. If you disagree with any part of these terms and conditions, please do not use our website.

### **Whose services do we supply?**

All the products and services detailed on the website are provided by Speedloan Finance Limited, trading as Albemarle & Bond or Herbert Brown except money transfer services that are provided by Western Union.

### **Usage of our website**

This service is offered for your personal use only.

To use this service you must confirm that you are at least 18 years of age. If you are under 18, then you must have consent from a parent or guardian. In addition, your parent or guardian must ensure that they are aware of our terms and conditions and comply with them fully. As part of the service our site offers, you have the ability to create a customer account. Any information in relation to this is to be kept confidential, including but not limited to the password and log on details.

We reserve the right to withdraw or amend our website service at any time, with no notice required.

We will not be liable if our site is unavailable at any time or for any period.

### **Products**

Our products are a combination of new and pre-owned items.

Images of the items available on our website will not always be to scale. We will provide approximate measurements, where available, to help you choose the most appropriate item for you.

Due to the classification of the items they are subject to availability. This can change without notice. To be sure that any specific item is available, we recommend that you contact us for up to date information.

Where we have the branded packaging for your item(s) this will be noted in the item description and will be supplied. In the event that this is not available, you accept that we have the right to deliver your item in our own packaging.

## **Ordering Online**

Before placing an order you must ensure that you have read, understood and accepted our terms and conditions and privacy policy.

We accept orders from and deliver to addresses in the UK and the Channel Islands.

After placing your order you will receive an email which will outline the details of your purchase including the price, the item's details and any additional information relevant to the sale. This email is not formal confirmation of your order being accepted by us: it is confirmation that we have received your request.

We reserve the right, at all times, to cancel or refuse an order that has been placed. Cancellations or refusal of orders may occur if:

- We cannot process your payment
- We have made an error on the site in relation to the product, its details and/or its price
- Stock of the ordered item is not available and we have not been successful in contacting you to discuss alternatives. We will try to notify you as soon as possible if the item requested is unavailable.

Once payment for your order has been received, you will then receive an email confirming your order has been despatched or is ready for collection. This is confirmation that we have accepted your order and will fulfil this under our contractual obligations.

Orders will be despatched to the delivery address as verified by your card details or to the branch selected by you. We will accept requests to deliver to an alternative address but this may result in either the order being cancelled if the address cannot be verified or a delay in the delivery as we conduct checks to avoid fraud or theft of a product.

We will try to despatch orders that are received before 3pm the same day, providing that we have successfully taken payment, we have confirmed the delivery address and the item is in stock. However please allow 3 – 5 days for delivery.

## **Pricing**

- All prices are in UK pounds sterling and include VAT at the current rate.
- Delivery costs will be added in to your final total to pay, where applicable
- Prices are subject to change without notice.
- The price you pay is current at the time that you place your order.

## **Payments**

We accept payment by credit or debit card only.

## **Order Cancellation**

An order can be cancelled at any time prior to the item(s) being despatched by us.

If you want to cancel your order, please call us on 0113 385 0126.

If your order has already been despatched you will be unable to cancel the item(s). You can however return the item to us (please see Returns for more information).

### **Delivery Policy**

We use the Royal Mail Special Delivery service to deliver your item(s), enabling full tracking of the parcel at all times.

All packages are insured through the Royal Mail and will require an adult to sign for receipt.

Once the parcel has been accepted and signed for, responsibility and liability for the parcel is transferred to you, the customer.

Orders are usually despatched the same day (if the order is received before 3pm). However please allow up to five working days for your item(s) to be delivered

You will be contacted if there are any foreseeable delays with the despatch of your item(s).

We will deliver to addresses in the UK and the Channel Islands. If you have opted to collect from one of our branches you will be notified when this is ready for collection.

We will deliver your item(s) to the invoice address that is given at the time of order, unless you have chosen to collect from one of our branches. We will deliver to another address if you ask for this but this can delay the delivery of the item.

You agree that we shall not be liable for any delay in delivery that is out of our control, including but not limited to:

- Incorrect delivery address details
- Non signature at the delivery address

### **Rates**

Delivery to addresses within the UK will be free of charge.

No refunds of postage will be made for returns, unless agreed by us before the return is received.

### **Store Collection**

All items can be collected from any of our branches. Please ensure that you state instore collection and state your preferred location when placing your order.

### **Returns and Refunds**

If the item you have bought does not meet your requirements or you are unhappy with the product you can return this to us.

In the first instance you will need to log a return query via the website. We will then contact you to discuss your request. Item(s) must be returned must be in the original packaging. The condition of the item must be unchanged. This means it must not be modified, altered or personalised in any way.

If you return your watch or jewellery item to us within 30 days and it is unchanged, we will give you a full refund or exchange it for another item, if you prefer. You must pay any difference between the cost of your returned item and any replacement item. Any refund due to you will be paid within 14 days of us receiving your returned item.

You must ensure that any item(s) returned have the appropriate insurance.

If an item is damaged in transit, is not the item ordered (and it can be verified that this is an error on our part) or is not working we will provide you (upon receipt) with a full refund including the postage cost to return the package to us.

### **Returning an Item**

When returning an item to us you must ensure that:

- It is returned unused and/or unaltered in its original packaging, with all booklets (if included originally)
- You return the item using an insured postal delivery method (we will not be held liable for any item that is lost in the post and does not reach us)

Items should be returned to:

**TWE, 2<sup>nd</sup> Floor, 2 Burgage Square, Wakefield, WF1 2TS**

### **Faulty Items**

All our pre-owned watches come with a 12 month guarantee – see “pre-owned watch warranty” below. If you buy a pre-owned watch from us and this develops a fault within 12 months of purchase, please return this to us and we will examine this to confirm the fault. If we agree that the watch is faulty, we will repair it.

If you buy a jewellery item and you believe this is faulty, please return it to us at the address shown below. If you do this within 30 days of purchase and we agree that it is faulty, we will give you a full refund or you can exchange your item for another of the same value if you prefer.

If you buy a jewellery item that you believe is faulty and you do this more than 30 days after purchase, we will still examine this but if we agree that a fault exists, we will repair or replace your item. We will only offer a refund if we cannot repair or replace your item.

Exchanges or refunds will not be offered if the item is faulty due to damage or if the product is faulty due to excessive use or wear.

### **Pre-owned Watch Warranty**

Each watch is supplied with a 12-month warranty guaranteeing the watch movement against breakdown. Watch movements are warranted to perform within the original manufacturer’s specifications for that watch model.

The following are excluded:

- Normal wear and tear
- Accidental damage
- Damage caused by water penetration, where the watch is worn in conditions beyond the manufacturer's design spec.
- Wear of leather or rubber watchstraps.

Watches returned under warranty must be delivered to the address below and be adequately packaged and insured both at your expense.

**TWE, 2<sup>nd</sup> Floor, 2 Burgage Square, Wakefield, WF1 2TS**

The warranty is in addition to your statutory and common law rights.

### **Responsibility and Liability**

*Yours*

You are responsible for the safe return of any item using a secure and insured delivery method.

*Ours*

Our terms and conditions do not include any items that will affect your statutory rights.

### **What to do if you have a complaint?**

We aim to provide the highest level of service to all our customers, however occasionally errors can be made.

To access our complaints process, please go [www.albemarlebond.co.uk/Log-A-Complaint](http://www.albemarlebond.co.uk/Log-A-Complaint)

### **Website Usage**

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