

The following trading terms and conditions apply to all purchase transactions from 2ICC Fireworks.

General Information.

Any contract entered into by the customer and *2ICC Fireworks* for the supply goods and services are subject all to the following conditions. If you have any queries or questions please contact us on 01382 350 586.

2ICC Fireworks are committed to customer satisfaction. If you have any suggestions or comments please email us using the *contact us* link. We want to you to use our services again.

Our contact details are:

21CC Fireworks
Woodside
Kellas
Dundee
DD5 3PD

Phone: 01382 350 586 or 07703 482 668

Email: info@21ccfireworks.com
sales@21ccfireworks.com

Purchase & Payment

We use the services of PAYPAL, which accepts the following cards for payment: Visa, Mastercard, Visa Electron, Maestro/Switch. You do not have to set up a PAYPAL account to pay for your fireworks.

In Completing Your Purchase you agree that:

- **It is illegal to buy FIREWORKS if you are under the age of 18.**
- Your order confirms that you are legally entitled to purchase fireworks.
- You will follow all the printed instructions on the fireworks and published on our web site for the safe use of fireworks. *2ICC* takes no responsibility for how you use your fireworks. The safe use of them is your responsibility.
- Your card will be debited once you complete the payment confirmation page. All prices and carriage include VAT at 17.5%.
- We will send a confirmation of your order by e-mail for your records. In the unlikely event that some of your chosen fireworks are out of stock we will replace the item/s with fireworks of similar effect, size and have at minimum the same price. If your order cannot be fulfilled at all you will be offered an

extended delivery time as we await new stock arrival or given a full refund at your choice.

- **21CC Fireworks** accepts no responsibility for any inaccuracy or error in orders given by the customer over the telephone. All orders should be confirmed in writing/email after a phone call.

Service & Security

- We aim to deliver your order within 5 working days. We will not be responsible for delays that are beyond our control for example (but not exclusively) the delivery network.
- We do not disclose your personal information to third parties other than when order details are processed as part of the order fulfilment. In this case, the third party will not disclose any of the details to any other third party.
- For your peace of mind, the transmission of credit card details for all on-line orders via PAYPAL is carried via a secure (encrypted) network connection.
- The minimum order value that can be accepted is £20 excluding delivery
- We request your name and address solely to enable us to despatch goods to you and provide you with an efficient after-sales service. We do not pass your name and address to third parties.

Consumer Protection (Distance Selling) Regulations 2000 and Trade Description Regulations

- We will comply with all aspects of the Consumer Protection (Distance Selling) Regulations 2000 and the Trade Description Regulations
- Orders may be cancelled by sending an e-mail quoting your name & address to: sales@21ccfireworks.com. **within 7 days of receipt of your order.** The outward delivery charge is deductible upon returning the fireworks to us in a fully re-usable condition. We undertake to refund you less the handling and the outward delivery charge within one week of receipt of the goods to be returned.
- We are not expected to accept the return of part orders or any order that was specially bought in for you.
- A 20% restocking and handling fee will apply to any goods returned to us after the 7-day return period has expired. Return delivery charges are the responsibility of the customer.

- If you are returning good to us you are legally obliged to use a licensed Class 1 dangerous good carrier for the return shipping of fireworks. We may be able to advise you but the full cost of returning fireworks is your responsibility.
- The manufacturers supply all the pictures of our firework stock; there may be some significant variation between these pictures and the delivered product. The product performance however, will be as described in the eShop.
- All durations are given as approximate time in good faith as supplied by the manufacturers. There will inevitably be a few seconds variation.

Faulty Goods

- All faulty goods should be notified to **2ICC Fireworks** initially by phone and confirmed in writing within 7 days.
- Liability for faulty goods will not be accepted where products have not been used in accordance with the instructions. Neither will liability be accepted where Force Majeure is considered to have been a factor of failure. Non-exhaustive illustrations of such circumstances are adverse weather conditions, acts of God, fire, floods, strikes, government action or regulations, delays by suppliers/hauliers, accidents, shortage of materials, labour or manufacturing facilities & others.