



Prince of Wales' Leinster Regiment (Royal Canadians) Regimental Association

January 17, 2008

Terms and Conditions of sale of goods by the Association:

Nothing in these terms and conditions affect your rights under the UK's Sale of Goods Act

All goods are sold in new condition.

All orders should be placed using the Association's order form that you can download from the Associations web site at www.leinster-regiment-association.org.uk

Allow fourteen days for the receipt of goods, longer if shipment to a non UK address has been specified.

PAYMENT

All orders must be accompanied with full payment in UK Sterling. Payment and shipping costs are detailed on this web site. Full payment shall be the payment price for the goods PLUS the price of shipping (P&P).

Any order received without payment or an insufficient amount as detailed in the price of goods and shipping (P&P) price will be actioned as follows. (a) No payment, the order shall be rejected; only where the customer has supplied a valid email address as a means of contact, will the Association advise the reason for rejection.

(b) Insufficient amount enclosed with order, the order will be processed as follows; the Association will ship goods that fall within the amount of payment received, any residue of funds will be held against a further payment that once received will result in the remainder of the original order being shipped; only where the customer has supplied a valid email address as a means of contact, will the Association pre-advise the reason for amended shipment. (c) Where an order is received with inadequate payment to satisfy both the provision of any of the goods and meet the shipping (P&P) costs the order will be progressed as follows; (i) where the customer has supplied a valid email address as a means of contact, the Association will pre-advise the customer and request additional payment, once the outstanding payment has been received the goods will be shipped. (ii) where the customer has NOT supplied a valid email address as a means of contact, the Association will make a £1 administrative charge and advise the customer in writing requesting additional payment, once the outstanding payment has been received the goods will be shipped. In respect of monies held by the Association for the reasons outlined in (b) and (c) above, should the customer subsequently cancel the order a further administrative charge shall be made equal to the amount incurred in returning to the customer the amount of money held. Cheques will be returned using a "signed for on receipt" mail service. (See Cancellation)

RETURNS POLICY

If your goods arrive damaged you may have a claim against your local Postal Service. If you are a non UK resident, your first action should be to contact your local postal service and seek compensation from them. Where goods have been 'damaged in transit' and the packaging was intact, ensure that the damaged goods AND the packaging are retained then please contact the Association for further instructions on how to return both the damaged goods AND the packaging to us. When the damaged goods AND the packaging have been returned to the Association we shall ship replacement items to you at no further cost to you.

CANCELLATION

If an order is cancelled and the Association is notified before the order is processed and shipment of the goods has been made the Association shall not make any charge where there is no requirement to return a customers cheque. (The customer's cheque will be destroyed by us). Should the customer's cheque already have been processed by the Association's bank, a refund shall be made to the customer less an administrative charge equal to the costs incurred by the Association in returning to the customer the amount of money held. Payment Cheques will be returned using a "signed for on receipt" mail service. Those costs are itemised as follows; UK £1.54, EU £4.48, USA £4.78, Australia & New Zealand £4.78

The Prince of Wales's Leinster Regiment (Royal Canadians) Association is a charitable organisation formed to perpetuate the memory of the regiment, and where possible the officers and soldiers who served as members.
The Association is also a member of the Combined Irish Regiments Old Comrades Association.

Website: www.leinster-regiment-association.org.uk