

Terms and Conditions

Payment:

We accept Credit Card, Debit Card payments via Paypal. If you wish to pay by cheque please contact us prior to placing order.

Order Notes:

We can not be held responsible for pricing errors due to software malfunctions, or human error.

This website operates on an 'invitation to treat' basis and not as an 'offer for sale' as a result, www.wellroadproductions.org.uk reserves the right to decline orders.

All transactions will be carried out in Sterling. Once you have placed your order, confirmation will be sent to the e-mail address you have provided.

Returns Policy & Guarantee:

All of our products offer a no quibble guarantee.

In accordance with the EU Distance Selling Directive, you are entitled to cancel your order at anytime within 7 days of receiving your goods.

The cancellation period ends on the expiry of the period of 7 working days beginning with the day after the day on which you received the goods.

If you wish to cancel an order under these terms, first contact us and then return your products unopened within 7 days of receiving your order.

More info about the EU Distance Selling Directive can be found at:

<http://www.hmso.gov.uk/si/si2000/20002334.htm>

Refunds:

If you are not satisfied with the goods and inform us within seven days of your receipt of the goods, you may return them and we will give a full refund.

Or we will exchange items if they are faulty on delivery to you and we are notified within 10 days of the customers receipt of the product.

All products to be returned must be carefully repackaged in their original packing.

Privacy:

Well Road Productions do not retain any customer credit card details and all transactions are protected by PayPal's secure payment processing service. Well Road Productions will only retain the e-mail addresses of customers who have specifically agreed that we should do so in order that we may communicate directly with them in the future. We will never pass on this information to third parties.