

## BonneBombe Full Terms and Conditions - last amended 02.03.18

**BonneBombe** otherwise referred to as: "We", "Us", "the website", "BonneBombe", "www.bonnebombe.co.uk", is the legal owner of the website whose address is 8, Queen Street, Deal, Kent CT14 6ET. The term Customer otherwise referred to as: "You", "the consumer" is the user or viewer of the website.

If you continue to use the website you are agreeing to comply with and be bound by the following terms and conditions of use. If you do not agree to any part of the terms and conditions, please do not use the website and do not place an order.

### **Ordering and Delivery**

Select your products online and add them to your shopping basket. You are able at any time to view the contents of your basket and amend quantities or remove items completely. Once you have finished shopping please proceed to the checkout to select your delivery method, enter your delivery details and choose your payment method. Continuing to the next step will confirm your request to purchase and payment will be taken.

BonneBombe has verified merchant accounts with Paypal and Klarna payment processors. We accept all the major debit and credit cards which are processed safely and securely through these checkout gateways. All payments are authorised at point of purchase and will appear on your statement a few days later as either BonneBombe (Paypal) or Klarna depending on the payment option chosen at checkout.

We use 128-bit encrypted and Secure Socket Layers (SSL) in all areas where customers personal data is required. (This is symbolised by the padlock or solid key in these areas) We do not see, retain or store any payment / card details entered via checkout.

We can accept telephone, e-mail and Facebook orders with payment made on receipt of our Paypal invoice sent via e-mail. We are unable to take telephone payments.

Payment is always required before an order is dispatched.

Once you have placed your online order, you will receive a confirmation email showing your order details and unique order number plus full details of our terms and conditions plus cancellation and returns policy. If you have any questions about an order placed please send an email to sales(at)bonnebombe.co.uk stating your order number.

### **Stock Availability:**

As we have a physical shop we always hold a large quantity of stock and try to make sure the website is kept up to date at all times. Because of the nature of our products, all being handmade, the packaging does not always come with scannable "barcodes" to enable automatic stock control so this must be a manual process. Because of this if we are running low of a product and have a busy day in the shop we may run out before we can update the website stock levels. This can happen mainly at the busiest times of year (Christmas etc). Again, as our products are all handmade it can sometimes take up to six weeks for new products to be made and ready for sale. If we are unable to supply the item you require, we will always contact you to advise and offer the choice of either to wait, a suitable alternative or full refund.

### **Delivery Timescales:**

We aim to dispatch all orders within 1 day and delivery will depend on the option chosen at checkout.

We offer 5 delivery options with prices calculated by the following weight bands:

Courier – Economy Delivery (3-5 working days)

0.0kg to 1kg £3.59  
1.1kg to 2kg £4.79  
2.1kg to 10kg £8.19  
10.1kg to 15kg £11.49

Royal Mail 2<sup>nd</sup> price signed for: (2-3 working days)

0.0kg to 1kg £3.90  
1.1kg to 2kg £6.00

Royal Mail 1<sup>st</sup> class signed for: (1-2 working days)

0.0kg to 1kg £4.40  
1.1kg to 2kg £9.95

Royal Mail Special Delivery (next working day)

0.0kg to 1kg £8.55  
1.1kg to 2kg £11.00

Parcelforce 48hr (2 days guaranteed)

2.5kg to 5kg £12.98

The above prices are subject to change at any time and we advise you to check the terms and conditions each time before placing an order.

A signature will be required on receipt. Please ensure that there will be someone at the given address to accept delivery. You may provide an alternative address e.g. a place of work. If your order is returned to us as undelivered after reasonable attempts being made, we reserve the right to charge for re-delivery. For orders sent using Royal Mail, we cannot be held responsible for any delays in delivery (e.g. adverse weather/industrial action/national holidays) once orders have been dispatched.

If you have a query regarding delivery, please contact us at sales(at)bonnebombe.co.uk

## **Returns Policy**

At BonneBombe we want you to be 100% satisfied every time you shop with us. We intend to make certain that your questions, concerns or returns are dealt with as quickly and efficiently as possible. Please feel free to contact us at: sales(at)bonnebombe.co.uk.

We strictly adhere to the **Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2014**

You have the right to change your mind and cancel your order (\*) starting from the moment you place your order and up to 14 calendar days after receipt of all items in the order, this is called the "cooling off" period. If you wish to return any items included in this order, then you must return them to us within this cooling off period or advise of your intention to return.

After giving notice of return you then have 14 days to return the goods, please note, you are responsible for the cost of returning the goods. The returned item is your responsibility until it reaches us so for your own protection we recommend using a recorded delivery service that insures you for the value of the goods. i.e. Royal Mail recorded delivery.

If you are requiring an exchange but time is limited, it is advisable to place a new order and return the first item for a refund

We will refund the value of the goods plus original postage (if applicable) within 14 days of receipt of goods or evidence of return i.e. proof of postage receipt from the post office. If your original order qualified for free delivery and the returned item(s) reduces the order total to below the qualifying amount, we reserve the right to deduct our standard delivery charge from any refund. Additionally, if you chose to upgrade delivery to a more expensive means we are only obliged to refund the cost of our standard delivery option available. Additionally, if you do not return the goods in time, refuse delivery or fail to collect attempted deliveries we are entitled to charge you for our direct costs of recovering the goods or re-delivery if required.

You have an obligation to take care of the goods and to only handle them the same as it would be if assessing them in a shop. You **must not** remove any wrapping, labels or tags, they are attached in such a way to allow adequate viewing of items. All goods being returned must be unused and not damaged. We have the right to refuse or make a deduction from any refund if you have not taken reasonable care of the goods or the value has been reduced due to them being handled more than was necessary. Examples: Removal of wrapping or inadequate return packaging. If you are returning boxed items please do not damage packaging, rip, write on or mark the box.

(\*) We are unable to refund on used products as once used they cannot be restored to the same physical state as they were supplied.

In the case of personalised products or any item that has been made to your own specification, we regret that we are unable to provide a refund on these items.

### **Faulty or wrong item:**

In addition to the above regulations you have further rights under the Sale of Goods Act 1979

Please inspect your goods carefully before use and if any items are damaged or are not what you originally ordered do not use but notify us within 14 days stating the exact nature of the fault.

Once you have contacted us please return the goods to us within a further 14 days in their original unused condition with the completed returns form below or alternatively e-mail sales@bonnebombe.co.uk to request a copy.

If you are requiring a replacement but time is limited it is advisable to place a new order and return the first item for a refund.

Once the return is received back by us and confirmed as faulty we will arrange for your replacement or refund including your return postage costs. If you have any queries or concerns regarding returns, please contact us at: sales@bonnebombe.co.uk

### **Return address:**

BonneBombe  
8, Queen Street  
Deal  
Kent  
CT14 6ET

## **Privacy Policy:**

This privacy policy sets out how BonneBombe uses and protects any information that you give when you use this website.

BonneBombe is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

BonneBombe may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes.

### **What we collect**

We may collect the following information:

Name and payment details  
Contact information including email address  
Demographic information such as postcode, preferences and interests  
Other information relevant to customer surveys and/or offers

### **What we do with the information we gather**

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

To process your order and obtain payment

Internal record keeping

We may use the information to improve our products and services

We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided

From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, fax or mail. We may use the information to customise the website according to your interests

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure, we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

### **How we use cookies**

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

### **Links to other websites**

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

### **Controlling your personal information**

You may choose to restrict the collection or use of your personal information in the following ways:

Whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes. If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us. We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

You may request details of personal information which we hold about you under the Data Protection Act 1998. A small fee will be payable. If you would like a copy of the information held on you please write to us.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible. We will promptly correct any information found to be incorrect.

### **Customer Services:**

At BonneBombe we are constantly striving to provide the best possible service to our customers. We take every care to ensure that the descriptions and specifications are correct at any given time. Colour reproduction is as accurate as the photographic and production process will allow. All offers are subject to availability. If you do have any queries about your order or products, if you would like to comment on our website, or if you would like to make a complaint, please do not hesitate to contact us:

Sales / General Enquiries (pre-order): 01304 364496 Mon - Sat 9.30am - 5.00pm, Sunday 10am – 4pm (voicemail service at all other times)

Order enquires / After sales (returns): email: sales(at)bonnebombe.co.uk

By Post: BonneBombe, 8, Queen Street, Deal, Kent CT14 6ET