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In the event that an volleyballshoes.eu product is mistakenly listed at an incorrect price, we reserves the right to refuse or cancel any orders placed for product listed at the incorrect price. Volleyballshoes.eu reserves the right to refuse or cancel any such orders whether or not the order has been confirmed and your credit card charged. If your credit card has already been charged for the purchase and your order is cancelled, Volleyballshoes.eu shall issue a credit to your credit card account in the amount of the incorrect price.

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### **Ordering**

When placing an order you agree that all information provided is accurate and complete. When you place your order over the website we will send a confirmation email which will detail the products ordered, payment method, and cost (including VAT) You must check that all the details on this confirmation email are correct and contact us as soon as possible if any details are

incorrect.

Please note that your order constitutes only an offer to purchase goods from us, and does not form a binding contract until accepted by us. No contract for the sale of any product will exist between you and volleyballshoes.eu until we accept your order by despatching the product to you, notwithstanding that we may have sent an email confirmation.

We reserve the right not to accept any order. If your order has not been accepted, we will contact you to advise the reason why.

## **Payment**

We must receive full payment of the price of the goods before we can accept any order. Where you select to pay by credit or debit card we will process your payment at the time of preparing your goods for dispatch.

We take payment from your card at the time we dispatch your order, once your card details have been validated.

All credit and debit cardholders are subject to validation checks and authorization by their card issuer.

If the issuer of your payment card refuses to authorize payment to us, we will not be liable for any delay or non-delivery.

In the case of pre-payment, we will dispatch your order in 1 working days from the date of receipt of your order, and after the payment has cleared.

Any discounts triggered by the entry of a promotional code will not be applied until the order is accepted and your payment card is charged. Discount codes may only be applied to purchases made through the account in respect of which the discount code was offered and registered.

## **Pricing**

All prices are displayed on our website in euros and are inclusive of VAT where applicable.

We reserve the right to adjust prices and offers at our discretion at any time before (but not after) we accept your order.

We do our best to make sure that prices are correctly shown but very occasionally an error may occur. If this should happen, we will correct the price and ask you to confirm whether you still wish to purchase the goods at the correct price. If we are unable to contact you, we will at our discretion treat the order as cancelled. We will not be obliged to supply goods at the incorrect price.

## **Stock**

Goods are subject to availability. Our site automatically updates each time an item is sold, however in the rare event that your item is sold out we will contact you as soon as possible.

All sizes and measurements are approximate and intended as a guide, although we do make every effort to ensure they are as accurate as possible. All sizes are displayed in UK and EU sizes.

We will take all reasonable care to ensure that all details, descriptions and prices of products appearing on the website are correct at the time they are published on the site. We reserve the right to refuse orders where product information has been published incorrectly, including prices and promotions.

All product images are as accurate as possible, however, due to a number of different factors such as internet browsers, monitor colour contrasts etc, we cannot be held responsible or liable for any differences in colour between the image and the actual product.

We reserve the right to withdraw products from sale at our discretion, at any time without notice.

## **Cancellations**

If you change your mind and decide not to go ahead with your order, you can cancel within 14 days from the date we receive your order.

Where applicable you can cancel your order in accordance with your rights under the Distance Selling Regulations.

To cancel your order prior to dispatch we advise that you contact us by telephone as soon as possible after ordering.

For orders cancelled after dispatch you must follow our returns procedure. You are responsible for both the outgoing and return postage costs.

## **Delivery**

Delivery periods are as stated in the Delivery Section. We are not responsible for any delays which occur whilst your goods are in transit with courier.

In the case of a missing or delayed parcel, we will attempt to locate the parcel in accordance with the procedures set out in the Delivery Section. In the event that we are unable to locate your parcel, replacements will be sent.

## **Returns**

You may return your order for an exchange or refund within 14 days of receipt, provided the goods are returned in a perfect condition.

Once you decide to return the goods you must not use them and must take reasonable care of them while they remain in your possession. The goods must be returned to us intact and undamaged as soon as reasonably possible, and within 14 days.

It is your responsibility to pay the postage costs for any items returned to us. We advise that you use a recorded method of carriage for returning your goods. We are not responsible for items lost or delayed on their way back to us. In the event of a lost parcel, you as the sender are responsible for processing a claim.

In the case of faulty goods, or goods which have been sent incorrectly, we will refund your reasonable return postage costs up to € 9,95

## **Refunds**

All refunds will be processed via your original method of payment for the price of the goods, excluding postage. This excludes cash and postal orders where we will refund you by banktransfer

Please allow 7 working days for your refund to be processed.

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