

The Soldiers of Gloucestershire Museum

Terms and Conditions

These Terms and Conditions govern your use of the Soldiers of Gloucestershire service and website. By visiting the The Soldiers of Gloucestershire Museum website you accept, and agree to, the content of these Terms and Conditions. We reserve the right to change the Terms and Conditions at any time and it is your responsibility to check regularly before ordering. This does not affect your statutory rights.

The Soldiers of Gloucestershire Museum is located at Back Badge Square, Gloucester Docks, Gloucester, Gloucestershire GL12 2HE, Charity Number 1095077.

Terms of Service

By placing an order via our website (<https://www.soldiersofglos.com>) you are offering to purchase a product on and subject to the following terms and conditions. All orders are subject to availability and confirmation of the order price.

Dispatch times may vary according to availability and any guarantees or representations made as to delivery times are subject to any delays resulting from postal delays or force majeure for which we will not be responsible.

In order to contract with The Soldiers of Gloucestershire Museum you must be over 18 years of age. The Soldiers of Gloucestershire Museum retains the right to refuse any request made by you. If your order is accepted, we will inform you by email and we will confirm the identity of the party which you have contracted with which is likely to be The Soldiers of Gloucestershire Museum. When placing an order you undertake that all details you provide to us are true and accurate, that you are an authorised user of the credit or debit card, or bank account used to place your order and that there are sufficient funds to cover the cost of the goods. The cost of international products and services may fluctuate. All prices advertised are subject to such changes.

Our Contract

When you place an order, you will receive an acknowledgement e-mail confirming receipt of your order. This email will only be an acknowledgement and will not constitute acceptance of your order. The Soldiers of Gloucestershire Museum retains the right to accept or reject this offer before processing the order. A contract between us for the purchase of the goods will not be formed until your payment has been approved by us, the prices have been verified, and the order has been processed and dispatched. A second email will be sent confirming these arrangements and the title of goods will not be transferred until they have been dispatched.

Pricing and Availability

Whilst we try and ensure that all details, descriptions and prices which appear on this website are accurate, errors may occur. If we discover an error in the price of any goods which you have ordered, we will inform you of this as soon as possible and give you the option of reconfirming your order at the correct price or cancelling it. If we are unable to contact you, we will treat the order as cancelled. If you cancel and you have already paid for the goods, you will receive a full refund. Where applicable, prices are inclusive of VAT. Delivery costs will be charged in addition; such additional charges are clearly displayed where applicable and included in the 'Grand Total'.

The website may contain typographical errors or other errors or inaccuracies and may not be complete or current. We therefore reserve the right to correct any errors, inaccuracies or omissions and to change or update information at any time without prior notice. We reserve the right to refuse to fulfil any orders that you may place based on information on the website that may contain errors or inaccuracies, including, without limitation, errors, inaccuracies or out-of-date information regarding pricing, shipping, payment terms, or return policies.

Fair Purchase Policy

At the Soldiers of Gloucestershire Museum, we buy from our suppliers with an agreement to sell to our private customers. It is not in our business model to sell items in bulk quantities to other retailers or bulk manufacturers. We reserve the right to refuse or cancel any orders which we suspect are beyond the requirements for an individual arrangement. If you have any questions on this matter, or wish to consult us before making a large purchase, please Contact Us

Dispute Resolution

[Online dispute resolution for consumer pursuant to Section 14.1 of Regulation \(EU\) 524/2013](#)

The European Commission provides a platform for online dispute resolution which is available at the following link: <http://ec.europa.eu/consumers/odr/>

Product Specifications and Suitability

Published product details, specifications and suitability information is the best available at the time. The Soldiers of Gloucestershire Museum shall not be held responsible for the accuracy of any advice given regarding the suitability (or otherwise) of anything they. If you have ordered an item that has an unsuitable product description we will remedy this by providing you a full refund upon the return of the item. Please see our Returns and Refunds paragraph below for details.

The Soldiers of Gloucestershire Museum has a very helpful and hassle-free returns policy, after all, we are here to help you!

You are entitled to returns as per UK Consumer Law.

You have the right to cancel your order and return your item within the quoted time frame. Please notify us through your account by clicking the returns link of your intention to return your item(s) by following the steps provided below.

Returns Terms and Conditions

The Soldiers of Gloucestershire Museum has a very helpful and hassle-free returns policy, after all, we are here to help you!

You are entitled to returns as per UK Consumer Law.

You have the right to cancel your order and return your item within 14 days. Please notify us of your intention to return your item(s).

Returned goods should be unused, in a saleable condition and in their original packaging with all labels still attached.

Ensure you do not affix labels or tape directly to the product packaging, only the external shipping packaging. The Soldiers of Gloucestershire Museum is entitled to refuse the return or deduct from a refund any diminution of value as a result of the product not being in the above condition.

For hygiene reasons, any intimate garments such as underwear and clothing can only be returned if the items are unworn, unless faulty.

A deduction can be made if the value of the goods has been reduced as a result of you handling the goods more than was necessary. The extent to which you can handle the goods is the same as it would be if you were assessing them in a shop.

Please note we can only offer exchanges for faulty items. Unwanted items can be returned for a refund only.

We will refund you to your original payment method within 14 days of receipt at The Soldiers of Gloucestershire Museum. We will not pay for your delivery charges on returned goods.
Faulty goods

If a defect in our goods sold to you develops after the first six months of purchase, the burden is on the purchaser to prove that the product was faulty at the time the goods were delivered to you. In practice, this may require some form of expert report, opinion or evidence of similar problems or defects across the product range. The Soldiers of Gloucestershire Museum may also make a deduction from any refund for fair use after the first 6 months of ownership if an attempt at a repair or replacement is unsuccessful.

If you have owned items from The Soldiers of Gloucestershire Museum for less than six months, The Soldiers of Gloucestershire Museum will give you a full refund if an attempt at a repair or a replacement is unsuccessful.

The Soldiers of Gloucestershire Museum gift vouchers, memberships and events tickets are not refundable.

Please do not send your purchase back to the manufacturer unless you have been advised to.

Damaged, Incorrect & Incomplete Order

If you have received an item that is damaged, not what you ordered, or is missing parts please contact us with photographs of the issue before returning any goods - we may be able to solve your problem without you incurring any postage costs.

Availability / Estimated Delivery Times

We do our best to ensure availability of all advertised products and endeavour to despatch all parts within the quoted time. If there is a delay, we will inform you of this via email and the product will be despatched as soon as it is available. If you have ordered multiple items they may arrive separately.

The Soldiers of Gloucestershire Museum has no liability to you for any delay in the delivery of products ordered. We will do our best to get all orders sent out as quickly as possible. You have the right to cancel delayed orders at any time, just Contact Us with your order number.

Occasionally we find ourselves having to withdraw an item because it has become obsolete or has been discontinued. If you have placed an order for an item that has been made obsolete, we will inform you as soon as possible and offer you an alternative if one is available.

Payment

Payment over the Internet can be made via our secure check out pages using Visa, Visa Electron, MasterCard, Switch/Maestro or Solo cards. You can also pay using PayPal. Card charges will appear on your statement as The Soldiers of Gloucestershire Museum.

All prices are quoted in pounds sterling (£) and include Value Added Tax (VAT) at UK rates. It may be necessary to adjust prices in the event of an increase in VAT rates, or as a result of a manufacturer price increase. Customers are entitled to a full refund if this is not acceptable.

Due to the nature of the clearing system your credit card payment will be taken at the point of processing. If a problem in supply should occur, your payment method will be refunded as swiftly as possible. The refund may take a couple of days to show as cleared funds on your account, depending on payment provider.

If your delivery address is outside of the UK, you may be required to pay import duties and taxes when your Soldiers of Gloucestershire Museum order reaches your country. These and any additional charges for customs clearance are your responsibility. All orders are fulfilled and despatched from UK.

Governed Law

The Soldiers of Gloucestershire Museum Terms and Conditions shall be governed by and construed in accordance with English Law. Disputes arising in connection with these Terms shall be subject to the exclusive jurisdiction of the English courts.

Delivery

Despatch time may vary according to availability and any guarantees or representations made as to delivery times are limited to Australia and subject to any delays resulting from postal delays or force majeure for which we will not be responsible.

If your delivery address is in the Scottish Highlands & Islands, Isle of Man and Northern Ireland delivery times may be extended, depending on where exactly you live.

Deliveries cannot be made to PO Box addresses. The Soldiers of Gloucestershire Museum strongly advises against deliveries to be made to hotels or third-party couriers. Any orders made, to be sent to a hotel or a third-party courier, are entirely at the risk of the client. Therefore, we regret to inform, that we cannot accept any liability for orders that fail to arrive to the hotels or third-party courier or are damaged on receipt. We will, however, do what we can to help in cases like these.

Cancellations

Orders may be cancelled at any time before they are prepared by our team. Please contact ASAP if this applies. If the item has already been despatched then please see our returns policy.

Under The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013. you have a right to cancel your order in writing (except for customised products) 14 working days beginning with the day after the day on which the consumer receives the goods.

Reviews and Comments

We encourage you to leave reviews, comments and product questions on our website. We regularly monitor this content and we reserve the right to remove, reject or edit it at any time. When submitting information to our website as a review, product question or customer comment you understand that what you have submitted is not copyright protected and you are permitting its appearance on the Soldiers of Gloucestershire Museum website.

Liability

We shall not be liable for incidental or consequential damages or expenses. This includes, but is not limited to, damage to property, lost income, profits, economic or commercial losses and third parties claims.

We will do our best to get all orders despatched as quickly as possible. We have no liability to you for any delay in the delivery of products ordered. You have the right to cancel delayed orders at any time and get a refund prior to the item being despatched.

This warranty does not affect your statutory rights.

Privacy, Copyright and Disclaimer

We will never sell or pass on your name and address to any other organisation without your consent. Your details are confidential, and you will never receive unsolicited mail as a result of ordering from The Soldiers of Gloucestershire Museum.

The Soldiers of Gloucestershire Museum maintains a strict privacy policy which can be found on our web site in full accordance with the Data Protection Act 1998.

We expect you to maintain the confidentiality of your username and password for your Soldiers of Gloucestershire Museum account.

All content included in this site, text and graphics (including copyright), is owned and controlled by the Soldiers of Gloucestershire Museum. In accessing our web pages, you agree that you may only download the content for your own individual and non-commercial use. You are not permitted to copy, broadcast, download, store, transmit, show or play in public, adapt or change in any way the content of these Soldiers of Gloucestershire Museum pages for any other purpose whatsoever, in any medium, without the prior written permission of the Soldiers of Gloucestershire Museum.

Finalisation of Contract

The presentation of products in this online shop does not represent a legally binding offer but a non-binding online catalogue. By clicking on the button 'Buy' / 'Order and Pay', you place a binding order for the products in your shopping basket. We send you a confirmation of receipt of your order by automated e-mail when receiving the order straight after it is placed. With this e-mail, the purchase agreement comes into effect.

General terms and conditions for all Soldiers of Gloucestershire Museum promotions & promotional vouchers codes

- Online use only.
- Minimum spend required (exclusive of any shipping costs).
- We reserve the right to end promotions at any time.
- Discount vouchers & promotions are only redeemable against in-stock items.
- Orders for out of stock items cannot be accepted.
- Discount vouchers/promotions cannot be used to purchase gift vouchers.
- Discount vouchers/promotions cannot be used in conjunction with any other voucher offer.
- These codes are single use per account.
- Discount vouchers/promotions cannot be applied retrospectively.
- Orders containing excluded brands are not valid for any promotion.