

## Terms and Conditions

This website (<http://www.odellandco.co.uk>) and all its content unless otherwise stated is owned by;

Odell and Company Limited

60 High Street,

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Milton Keynes

MK11 1AQ.

Registered in England No. 140012 (Registered office as above)

VAT Registration Number; 120 0985 05

Telephone; 01908 562146

Email Address; [info@odellandco.co.uk](mailto:info@odellandco.co.uk)

For the purpose of these terms, Odell and Company Limited may be referred to as 'Odell & Co., Ltd.', 'us', 'we' or 'our'. 'We' and 'us' meaning Odell and Company Limited alone or together with you, the customer, as the context requires. 'You' refers to the person ordering goods, or using the site, subject to and under these terms and conditions. 'Goods' Refers to goods sold under this agreement. 'Working Day' refers to a day, other than a Saturday or Sunday on which banks are open for business.

By using this site, you agree to acceptance of these Terms and Conditions along with our Privacy Policy and Delivery Policy.

These terms and conditions supersede any other conditions, understandings or representations communicated by any means, including but not limited to, verbal or email.

If any part of these terms and conditions are found to be inaccurate or invalid, the remainder of this document remains unaffected.

We may change these terms at any time. Please review these terms often so you are aware of any changes made by us.

A PDF copy of these terms is available to you via email on request to [info@odellandco.co.uk](mailto:info@odellandco.co.uk).

**THIS POLICY DOES NOT AFFECT YOUR STATUORY RIGHTS**

## Pricing

All prices are shown inclusive of the current rate of VAT where applicable. Delivery is charged in addition to shown prices as stated in our Delivery Policy. Delivery charges are clearly shown before an order is placed. Items selected for in store collection will not incur a delivery charge. Prices are subject to change without prior warning. Promotional prices or any discounts apply only during the promotional period stated and no longer. We reserve the right to end any promotional prices or discounts early without warning. Prices on this website may not reflect prices available in store. We reserve the right to offer goods online at a different price to the same goods available in store.

## Description and images

Whilst we make every effort to ensure product images and descriptions on our website are accurate and current, this cannot be guaranteed. Goods may vary from that shown on our website for reasons beyond our control. We try to keep our website as up to date as possible, therefore images and descriptions are subject to change at any time. Technical inaccuracies and typographical errors may occur.

## Product Availability

Occasionally we might not be able to fulfil an order for reasons including, but not limited to; availability and condition of goods; a price or description error; unreceived payment; you are found to be in breach of our terms and conditions. We will contact you to let you know the order cannot be fulfilled.

## Login Information

Only the registered user should log in to, and order goods from our website. It is your responsibility to keep login details safe and secure.

## Delivery

These terms and conditions should be read in conjunction with our Delivery Policy.

By placing an order, you agree to our stated delivery charges. These charges are subject to change at any time.

Unless otherwise stated, delivery is charged in addition to prices listed on our website. Items selected for in store collection will not incur a delivery charge.

Delivery is to UK Mainland only.

Some goods are not available for delivery, or may only be available for local delivery and collection from store. This is clearly stated in the product description. Local delivery postcodes can be found in our Delivery Policy. Orders placed for delivery outside of local delivery postcodes, where the product description states local delivery or collection only, will be cancelled and a refund issued.

## Return of unwanted goods

You have a right to return any unwanted items to us for a full refund, including the basic cost of delivery, within 14 days of receiving your order. Goods need to be returned unused and in their original, resalable, complete condition. We reserve the right to refuse a refund, or deduct a handling charge if upon inspection by us the goods are deemed to not be in their original, resalable, complete condition. You are responsible for the cost and method of the return of unwanted goods, and we cannot be held responsible for goods lost or damaged in transit.

A return request must be made by email to [info@odellandco.co.uk](mailto:info@odellandco.co.uk) quoting your order number and reason for return.

A refund will only be processed once we are in receipt of the goods.

Goods made or mixed to order, including but not limited to key cutting, are not eligible for a refund.

If unwanted goods are returned to us in store, proof of purchase will need to be provided before a refund can be issued.

## Return of defective items

If you believe goods to be faulty, defective, incorrectly described or non-functioning, you must contact us prior to arranging return. Contact needs to be made within 5 days of you receiving the goods. We can then arrange for goods to be returned to us at our cost, and a refund or exchange issued.

A courier service may be used to collect alleged faulty goods from you. You must fully adhere to the couriers requirements for access to goods. Failure to do so may result in a charge to you, if a return visit is deemed necessary.

A return request must be made by email to [info@odellandco.co.uk](mailto:info@odellandco.co.uk) quoting your order number and reason for return.

## Age restricted goods.

By using this website, and ordering age restricted goods, you agree that you are over the age of 18 years (16 years for aerosol paint). We may ask for further proof of age, or cancel an order, if we deem you to be under age.

Under the Offensive Weapons Act 1996, it is an offense to sell knives, blades or any other item considered an offensive weapon to anyone under the age of 18 years.

Under the Anti-Social Behaviour Act 2003, it is an offense to sell aerosol paint to anyone under the age of 16 years.

Under the Psychoactive Substances Act 2016, it is an offense to sell a substance to anyone if we suspect it is being inhaled or used to cause intoxication. By using this website, and ordering goods listed under Psychoactive Substances Act, you agree that such goods will not be used to cause intoxication. We reserve the right to cancel an order, if we suspect goods are being used in this way.

Under the Cigarette Lighter Refill (Safety) Regulations 1999, it is an offence to supply any cigarette lighter refill canister containing butane, or a substance with butane as a constituent part, to any person under the age of 18.

You must be over 18 years old to order solvent based glues from this website.

## Liability

To the extent permitted by English law, Odell & Co., Ltd. accepts no liability for any loss, damage or injury caused by, or resulting from the use, misuse, transportation or storage of any goods sold on this website, where the goods are not used in accordance with manufactures' guidelines. Goods are sold with the strict understanding that all manufacturers' guidelines, whether published on the product or elsewhere, are followed.

To the extent permitted by English Law, Odell & Co., Ltd. accepts no liability for any loss, damage or injury arising as a consequence of following any advice given or implied in any section of this website, including, but not limited to the "Top Tips" page. All advice is given with the strict understanding that appropriate precautions are made for personal safety and injury avoidance and that manufacturers' guidelines are followed. Advice given on this site is our opinion and therefore cannot be taken as fact.

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