

NWGA Shop

Terms and Conditions 2024

Product Description

Each Product purchased is sold subject to its Product Description which sets out additional Specific Conditions related to that Product including, without limitation, terms and conditions concerning estimated delivery dates and times, warranties, after-sales service and guarantees.

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 when the relevant information was entered onto the system. Although we aim to keep the Website as up to date as possible, the information including Product Descriptions appearing on this Website at a particular time may not always reflect the position exactly at the moment you place an order.

Ordering, Cancelling and Returning Products

We will take all reasonable care, in so far as it is in our power to do so, to keep the details of your order and payment secure, but in the absence of negligence on our part we cannot be held liable for any loss you may suffer if a third party procures unauthorised access to any data you provide when accessing or ordering from the Website.

Contract Creation

The technical steps required to create the contract between you and us are as follows:

- You place the order for your products on the Website by pressing the confirm order button at the end of the checkout process. You will be guided through the process of placing an order by a series of simple instructions on the Website
- You will need JavaScript enabled on your computer to buy products and check out. Please enable JavaScript in your browser, then refresh your browser to continue.
- You will receive an order confirmation email detailing the Products you have ordered. This email does not constitute acceptance of your order
- For items being delivered to you (as opposed to Click & collect), when your product is shipped from our office we will send you a despatch confirmation email
- Order acceptance and the completion of the contract between you and us will take place on the despatch to you of the Products ordered unless we have notified you that we do not accept your order, or you have cancelled it.
- For most products sent directly from our office, your credit/debit card will be charged when your order is placed.

Non-acceptance of an order may be a result of one of the following:

- The product you ordered being unavailable from stock
- Our inability to obtain authorisation for your payment
- The identification of a pricing or product description error

- Should we have taken payment prior to non-acceptance of your Order then we will refund you, but please note that it can take up to 5 days for the bank to transfer the funds to you

Consumer Contracts Regulations 2013

This legislation offers you the following cancellation rights when you buy online or by phone:

- You are entitled to cancel your contract if you so wish, provided that you exercise your right no longer than 14 days after the day on which you receive the goods or services..
- If you wish to exercise your right of cancellation, you are obliged to retain possession of the goods and take reasonable care of them.
- To exercise the right to cancel, you must inform us of your decision to cancel your contract by a clear statement, including details of your name, geographical address, details of the order you wish to cancel and, where available, your phone number and email address.
- You can cancel by email: admin@nwga.co.uk
- If you decide to cancel, you should return the goods to us at your cost within 14 days of such cancellation and we will reimburse to you the amount in relation to goods to which cancellation rights apply.
- We may make a deduction from the reimbursement for loss in value of any goods supplied, if the loss is the result of unnecessary handling by you. We will make the reimbursement no later than 14 days after the day we receive back from you any goods supplied.

Please see our Refund policy below for further details.

Refund Policy

If you've changed your mind about keeping your purchase, please return it in its' original condition with proof of purchase and we'll exchange or refund it.

Unless faulty, we should receive your return within 28 days of receiving your order. By original condition, we'd expect this to mean that you've kept packaging and labels, and that the item is undamaged and unused. This doesn't affect your statutory rights.

Once returned, we'll refund the person who originally placed and paid for the order **by the method used to pay for the original transaction.**

How to Return an Item

You can return your order by returning it to our office at

NWGA Ltd, 30A Bounds Green Road, London N11 2QH in person or by registered delivery. It can take up to 14 days from your returning the item(s) to receiving your refund.

For all other faulty items, please visit our office, or call Customer Support on 0208 8834675