

Helping Cards Contract Terms

Please read these terms and conditions carefully as they are intended to form the basis of our contract with you. You may wish to keep an electronic or paper copy of them for future reference.

We are: Helping Cards.

We can be contacted at: The Lecture Room, Parham Hall, Hall Hill, Parham, Suffolk IP13 9AB

Or email us at carl.bennett@helpingcards.com

When you order goods or services from us online you are making a legal offer to buy. A contract is only formed when we reply to you to accept your offer and we will not take payment from you until we have accepted your order. If we do not accept the offer because we are unable to supply the goods or services requested, or for any other reason, we will respond promptly to make you aware, and no charge will be made.

Ordering

One pack of Helping Cards, type: Pocket Money Cards. £25.00

You can order goods by clicking on selecting the number of packs you would like to buy and clicking on Buy Now. When you click on Buy Now you are under an obligation to pay.

We accept the following means of payment: PayPal and Klarna.

The following delivery charges apply: P&P is included. Please note that we only deliver to England and Wales. We do not deliver to Northern Ireland.

Delivery

Purchases are delivered as soon as we can process your order, usually next day. Orders will be sent by post and you should receive your order within one working week from the date of ordering..

Packs of Helping Cards will not fit through a normal letterbox, so if nobody is home when your post normally arrives, please let us know where to leave your delivery, for example, with a neighbour.

Cancellations

If you choose to cancel, please contact us, preferably by sending an email to carl.bennett@helpingcards.com giving a clear statement setting out your decision to cancel. You may use the **cancellation form** at the end of these terms, but you do not have to.

If you cancel your purchase, you must arrange and pay for the goods to be returned to us at our return address, The Lecture Room, Parham Hall, Hall Hill, Parham, Suffolk IP13 9AB. You must do this within 14 days of notifying us of your wish to cancel.

Refunds

If you cancel and return the goods as described above, we will refund the full purchase price, including the original delivery charge if we charged this, on the condition that you have not used the goods or otherwise handled them so that their value is reduced. If you have handled the goods so as to reduce their value, we may deduct an amount from the refund that is proportionate to this reduction. Refunds are provided within 14 days of our receipt of the returned goods.

You have the right to receive a refund for goods cancelled in accordance with the above terms. However, if you would prefer to receive alternative equivalent goods from us, or a credit note, please let us know and we can consider appropriate options.

If you buy goods from us, we have a legal obligation to supply goods that are in conformity with the contract.

If goods are faulty, the processes and timescales above under 'Cancellation and returns' do not apply, and we will deal with the problem according to your consumer buying rights. If you think there is a problem with goods purchased from us, please contact (state preferred mechanisms for consumer to make enquiry).

- We offer the following after-sales service: You can email us at any time to discuss ideas for more chores, how-to-play tips, suggestions and comments, or talk to our chatbot.
- These provisions do not affect, and are in addition to, your legal buying rights under the Consumer Protection from Unfair Trading Regulations 2008, the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

Cancellation Form:

To Returns Department, Helping Cards, The Lecture Room, Parham Hall, Hall Hill, Parham, Suffolk IP13 9AB or carl.bennett@helpingcards.com:

I hereby give notice that I cancel my / our contract of sale of the following goods:

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Ordered on / received on

Name of consumer.....,

Address of consumer.....

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Signature of consumer(s) (only if this form is notified on paper),

Date.....