

Online Shop – Terms & Conditions

These Shop Terms and Conditions apply to all orders for the purchase of goods from the online shop (the "Shop") at <https://leeds-cares.org/shop/>.

Queries and questions

If you have any queries about your order or questions about the shop please contact the team on 0113 2068620 or email hello@leeds-cares.org

If we have to contact you about your order, we will do so via the contact details you have provided. Details of how we hold and use your personal data can be found in our privacy policy, accessible at <https://leeds-cares.org/app/uploads/2019/03/Leeds-Cares-Privacy-Notice.pdf> . Details of how we use cookies on our website can be accessed via our cookies policy, here <https://leeds-cares.org/app/uploads/2019/03/Cookie-Policy-February-2019.pdf>

Online shop ownership

Should you purchase any items from the Shop, you will be contracting with Leeds Cares on the terms outlined below. Leeds Cares is a charity registered in England and Wales, charity no 1170369. All profits generated through the shop are held by Leeds Cares (and its [linked charities](#)) for use in line with its charitable objectives.

Our contract

If you place an online order to purchase any items from the Shop that represents an offer from you to Leeds Cares to purchase an item, which is accepted by Leeds Cares when they send you an email confirmation of your order.

If Leeds Cares are not able to accept your order for any reason, they will inform you of this and will not charge you for the items. Items listed on the Shop are subject to availability and Leeds Cares will endeavour to inform you of availability at the time of order however this is not always possible.

Our products

The images of the products on our website are for illustrative purposes only. Although Leeds Cares make every effort to accurately display images of the products on sale, we cannot guarantee the accuracy of these images. Actual products may vary slightly from those shown in the images.

Leeds Cares is not the manufacturer of any of the items listed on our website and therefore we advise you to read any instructions or manufacturers labels when you receive your ordered products.

'Leeds Children's Hospital' products

The products listed within this category are for illustrative purposes only. By purchasing a product in this category you are making a donation to Leeds Cares in order for us to purchase the product described on your behalf. Products listed in this category are always subject to availability and if the described item is not available, Leeds Cares will purchase a similar item for the same purpose for an

equivalent price. Any difference in price once the item has been purchased will be given as a donation to Leeds Cares to specifically support the work of Leeds Children's Hospital.

Pricing & delivery charges

The prices of the products will be as quoted on our site at the time you submit your order. We take all reasonable care to ensure that the prices of products are correct at the time when the relevant information was entered onto our online shop.

The price of a product does not include delivery charges. Our delivery charges are displayed during the check-out process, before you confirm the order. Our delivery charges are standardised across the shop, regardless of the quantity or specific item ordered.

Delivery timescales

Leeds Cares aims to get your order to you within 7 days of the order being placed. However, please note that this time period is purely indicative and not a contractual commitment. Items are sent via Royal Mail and Leeds Cares accept no liability for delays due to events outside of our control.

Cancellation policy

As a consumer (rather than a business or trade professional), you have a legal right to cancel a contract during the period set out below. This means that during the relevant period if you change your mind or decide for any other reason that you do not want to receive or keep a product, you can notify us of your decision to cancel the contract, return the product, and receive a refund.

However, this cancellation right does not apply in the case of:

- Products listed on the 'Leeds Children's Hospital' category page (as they are classed as donations)
- Any products damaged or broken after they have been received by you
- Any perishable products
- Tickets where the event is less than 7 days away

Your right to cancel will expire 14 days after the day on which you (or the person you nominate) received the order. To exercise your right to cancel you must inform us in a clear statement sent by email (or post) to: hello@leeds-cares.org or Leeds Cares, Trust HQ, St James' University Hospital, Beckett Street, Leeds, LS9 7TF.

Returns policy

If you cancel your order within the allocated timeframe, we will refund all payments received from you, including the costs of standard delivery only.

We will make the refund as soon as possible, and no later than 14 days from the day you return any goods, or provide evidence of return. We may withhold the refund until we have received the returned product(s), or you have supplied evidence of having sent back the product(s), whichever is the earliest.

We will make the refund using the same means of payment that you used for the initial purchase unless you have expressly agreed otherwise. You will not incur any fees as a result of the refund.

You must return your order without delay and not later than 14 days from the day on which you communicate your cancellation to us. The deadline is met if you send back the goods before the period of 14 days has expired.

If products are faulty you can request a replacement instead of a refund.

Where the goods are not faulty, you will be responsible for organising the return and paying any associated costs.

If you have a complaint about your order, please contact us on the details listed above.

If there is a fault in the product(s) you have ordered, you may be entitled to a refund or replacement. The expiry dates of these rights are set out below.

Within 30 days - If your item is faulty or does not meet the statutory rights, you have the right to a full refund, providing you inform Leeds Cares within 30 days from the delivery of your products.

Within six months - If your item is faulty or does not meet the statutory rights, you will have the right to a repair or replacement (unless the product is faulty due to your own use) within six months of the date of your delivery. Further advice on your rights in relation to damaged or faulty goods can be found [here](#).

Liability

We only supply the products for domestic and private use. You agree not to use the products for any commercial, business or re-sale purposes. Products may be used to generate further charitable funds if express agreement is provided in advance by Leeds Cares.