

Terms & Conditions

1. In these Terms & Conditions

In these Terms and Conditions the following words and phrases shall have the following meanings:

- The "Carrier" means provider of delivery services chosen by the Company to provide delivery services to Customers.
- The "Company" means Newstyle Enterprise Ltd T/A Its All At No 11.
- The "Customer" means a person who has placed an Order with the Company.
- "Order" means an order made in accordance with these Terms and Conditions on our website or by telephone and in each case accompanied by full payment including, where applicable, payment for postage and packing.

2. Receipt Of Orders The placing of an Order by a Customer shall constitute an offer to the Company to purchase goods at the current price advertised by the Company. The Company shall have an absolute discretion as to whether or not to accept that offer.

3. Offer and Acceptance If the Company decides not to accept an offer made according to the terms of Clause 2. above, it shall inform the Customer accordingly and, depending on your method of payment (see point 5), refund or return to the Customer all monies paid at the time of the Order, or those sums relating to that part of the Order which is not accepted.

4. Availability of Stock The Company shall endeavour to supply any and all items ordered. However, the Company reserves the right not to supply any or all items ordered by a Customer if the same are not available.

5. Payment Payment is processed at the point the order is confirmed.

6. Time of Delivery

- Orders placed and paid for Monday to Friday will be picked and packed on the same day. We have a Royal Mail Collection from the shop once per day so if your order is received before this time it will be dispatched on the same day and if it is received after this time it will be sent out on the next working day. Please Note: we do not send out any orders on weekends or bank holidays.
- Orders placed and paid for will normally be sent out using Royal Mail First Class postage. This service is usually delivered the next day but this is not a guaranteed next day service.
- We only deliver to the UK mainland. We do not offer an international delivery service at this time.
- Larger or heavier items may be sent using an alternative courier service, who operate a target delivery time of 1-3 days.
- If you live locally and want your goods quickly, we offer a free click and collect service from our Colchester store.
- Unfortunately, due to the high cost of delivering to very remote islands and areas and the difficulty with arranging returns we are unable to accept orders from or deliver to Post Office boxes or to the following UK & BFPO postcode ranges:

Scottish Highlands KW1 - 4; KW6 - 10; KW14, Shetland Isles ZE1 - ZE3, Guernsey GY1 - GY9, Jersey JE1 - JE4, Isles of Scilly TR21 - TR25, Isle of Man IM1 - IM9, British Forces PO BFPO1 - BFPO999.

7. Title and Risk Title to and risk in the items ordered by the Customer shall pass to the Customer on delivery to the Customer(s) premises once full payment has been received by the Company.

8. Guarantees and limitation of liability

8.1. If a Customer is not satisfied with any item supplied to them by the Company, he or she may return that item to the Company for a replacement or refund.

8.2. The Company's liability for any and all purposes including loss consequential to a breach of these Terms and Conditions or if any item supplied is in any way unsatisfactory shall be limited to a maximum of the value paid by the Customer to the Company.

9. Repayments due to Customers Goods returned to us by post and returns to our shops that were purchased online will be refunded with the same form of payment, as originally used to buy the item.

Goods returned via carrier for refund, will be refunded within 3 to 5 days of the goods arriving back with us. Please note that banks take longer to process refunds than purchases, so there may be a delay of several days before your refund appears on your card statement

10. Cancellation and Variation of Orders Under Consumer Regulations you have the right to cancel your order as long as you do so no later than 14 days after the day on which you receive the goods or service. Please be aware that your right to cancel does not apply to certain goods, for example, items made or customised to your order, fresh flowers, perishable food items, audio or DVD recordings, toiletries and cosmetics where the seal has been broken, or pierced jewellery items. You must inform us of your wish to cancel in writing either by letter, email or by using the cancellation form on the website or call 01206 560583 within a period of 14 days beginning on the day after the day you receive your goods. You must take reasonable care of the goods and not use them. You should return goods to us in their original packaging, wherever possible, within 14 days of informing us of your wish to cancel. If you return goods to us, we will not be responsible for any loss or damage to them during transit and we recommend that you use a recorded or secure delivery method. If goods are lost or damaged in transit, we may charge you, or not refund to you, amounts that are attributable to the loss or damage. See RETURNS section for details of how to return goods to us.

11. Terms and Conditions

11.1. These Terms and Conditions shall override all other contractual terms other than those implied under sections 12 and 14 of the Consumer Rights Act 2015 and the Consumer Contracts Regulations 2013.

11.2 Force Majeure. The Company shall not be liable for failure to comply with these Terms and Conditions owing to any act or event beyond its control including but not

limited to natural disasters, Acts of God, riots, civil commotion, strikes, shortage of supplies, lock-outs, industrial action, war, disease or fire. The Customer may, upon notice in writing to us, terminate these Terms and Conditions in the event that any such act or event prevents the Company from performing its obligations hereunder for more than thirty (30) consecutive days.