

Terms & Conditions



Agreement

The terms 'The Worry Wizard', 'TWW', 'us' or 'we' refers to the owner of the website www.theworrywizard.co.uk whose registered office is located at The Worry Wizard Limited, Treetop Cottage, 1 Brickfield Lane, Littleton, Chester, United Kingdom, CH3 7DH (The Worry Wizard Limited is registered in England No. 08912835). The term 'you' refers to the user or viewer of our website.

By continuing to browse and use our website and purchase any products, you are agreeing to comply with and be bound by these Terms and Conditions which govern our relationship with you. If you disagree with any part of these rules then you should not use our website.

We reserve the right to change these Terms and Conditions with or without notice to you. The Terms and Conditions applicable to your use of this website will be the version that is displayed on that date.

In addition, our Privacy Policy also applies to your use of the website.

General Information

The content of this website is for your general information and use only and is subject to change without notice.

Warranty or Guarantee

Neither we nor any third parties provide any warranty or guarantee as to the accuracy, timeliness, performance, completeness or suitability of the information and materials found or offered on this website for any particular purpose. You acknowledge that such information and materials may contain inaccuracies or errors and we expressly exclude liability for any such inaccuracies or errors to the fullest extent permitted by law.

Own Risk

If you use any information or materials on this website it is entirely at your own risk, for which we shall not be liable. It shall be your responsibility to ensure that any products, services or information available through this website meet your specific requirements.

Intellectual Property Rights

This website contains material which is owned by or licensed to us. This material includes, but is not limited to, 'TWW' and 'The Worry Wizard' logo. Any other trademarks that appear in the TWW website which belong to the owners of such trademarks are protected by international copyright and trademark laws. Any commercial use of any of the trademarks appearing throughout TWW website without the express written consent of TWW Ltd or the owner of the trademark is prohibited. Reproduction is prohibited other than in accordance with the copyright notice, which forms part of these terms and conditions.

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Use of the Website

The content of TWW website includes all information, data, text, software, music, sound, photographs, graphics, video, messages and other material. All of this belongs to TWW or its content providers. You may play with and use the content on the TWW website. You may also download onto your personal computer and print out portions of the TWW website or its content for your personal and non-commercial use only. You may NOT copy, distribute, download, reproduce, publish, show, transmit, license, display or create derivative works of any part of our TWW website or of any material on our TWW website. Unauthorised use of this website may give rise to a claim for damages and/or be a criminal offence.

We aim to offer the best service possible but make no promise that our website services will be available all of the time or are fault-free. If a fault occurs, report it to us and we will correct it as soon as reasonably practicable. Access to the website may occasionally be restricted due to maintenance, repairs or introduction of new content.

Third party postings

Any ideas or opinions submitted or posted by third parties do not necessarily reflect the opinion of TWW and TWW accept no responsibility for such postings. If you post anything on the TWW website you may not say anything to offend or hurt other members of the TWW community. You also may not post anything that contains a virus or anything else that may harm the TWW website or other users' computers.

Material sent to TWW

You agree that we may re-use in any way that we want forever anything you submit or post to TWW and we do not have to pay you or your parent or guardian anything for your submission. We also reserve the right to edit or delete any material or information that you submit.

Links to other websites

Links on TWW website to other internet web sites are for your convenience only to provide further information. You access and use those other web sites solely at your own risk. Such links do not signify that we endorse these other websites. TWW disclaims any responsibility for the information, materials, products or services contained on or accessible through those web sites. We advise you to read the terms of use and privacy statements when using these other Internet websites.

Purchase of Products

Products may be purchased through our store. No order is accepted from you until you the website displays an order confirmation. The website allows you to review and make any corrections to your order in your cart before submitting it to us and by submitting the order you confirm you have made any such corrections.

The price of products is quoted on the website and includes VAT.

Payment in full must be made through our payment gateway provider at the time of placing your order. You will be required to submit your payment details to the third-party gateway provider and accept their terms and conditions in relation to their service. We cannot accept responsibility for any incorrect address or payment details provided to the third-party provider.

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You agree not to hold us responsible for any fees including but not limited to foreign exchange charges that may be applicable for your purchase.

We reserve the right to change our product prices at any time and agree to post notification of new prices on our website.

Delivery and Returns

Orders are delivered by your local postal service, but we reserve the right to use an alternative delivery method without prior notification.

You will not hold us responsible for delays outside our control which relate to your delivery.

You may return any item to us for a refund within 28 days of receipt. The item must be returned in its original packaging and condition, with an explanation of reason for refund request, and postage costs are the responsibility of the customer. Refund processing will be at our discretion and will be made to the account used to purchase the items within 28 days of receipt of returned goods.

Customs & Duties

Goods for international delivery may be subject to import duties/taxes at the point of destination. In event of any such additional charges being applied, they must be borne by the Buyer. Please contact your local Customs Office if you require further information.

Privacy

We collect personal information about you and product recipients through your use of the website and services. All information we collect about you is subject to our Privacy Policy.

Limitations of Liability

Any liability for losses you suffer is strictly limited to the purchase price of the relevant product.

None of these terms restrict any of your statutory rights.

Law and Disputes

Your use of this website and any dispute arising therefrom are governed by these Terms and Conditions and construed exclusively in accordance with the Laws of England and Wales.

Assignment by Us

You agree that we may assign any of our rights and/or transfer, subcontract or delegate any of our obligations under these Terms and Conditions.

Force Majeure

We will not be liable to you for any lack of performance, unavailability or failure of this website or our services or for any failure by us to comply with these Terms and Conditions which arises from any cause reasonably beyond our control.

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Privacy Policy

The Privacy Policy sets out how The Worry Wizard Ltd collects, stores and uses information about you when you use or interact with the website www.theworrywizard.com. If you have any questions about this policy, you can contact theworrywizard@theworrywizard.com.

We collect information you voluntarily provide to us such as your name, email address and address. This information may be required to process and get your order to you. We also collect information you provide about your children to enable us to personalise communications with them.

We keep a record of any purchases you make so that we can deal more efficiently with any queries you may have. We keep a record of any correspondence you send to us to assist us in tracking problems with either our website or products.

We may share your information with companies we work with to process and deliver your order, such as payment service providers, people who prepare and pack your order, and delivery companies .

You may modify, review or ask us to delete the information you or your child has submitted to us by contacting us. Your child will be allowed to participate in the TWW website's activities even if you specifically ask us not to disclose his or her information to third parties.

All contact with us as well as anything you send to us including suggestions or other ideas can be used by us in any way that we want. That means that anything you submit or post to the Site belongs to The Worry Wizard and we do not have to pay you for your submission. We also reserve the right to edit or delete any material or information that you submit. We may share information about you provided you cannot be personally identifiable. Our use of such Information will never identify a particular individual or anything personal about that individual. We may email you periodically to answer questions you send to us, however, you will be able to unsubscribe from any regular mailings at any time.

The website may automatically collect anonymous information about your visits, such as your Internet service provider, your browser, how long you stay on the site and what pages you visit. None of this information can be linked to you and is used by us for research, data analysis, improving our site, developing new products and services. It is also used to monitor general use of the website and help improve the website by identifying which sections are most and least used.

We may keep your information if reasonably necessary or required to meet legal or regulatory requirements, resolve disputes, prevent fraud and abuse, or enforce our terms and conditions.

If you have any questions or concerns about use of personal information please contact theworrywizard@theworrywizard.com.