

ONE FOOT TALLER, TERMS AND CONDITIONS.

PRICING AND PAYMENT

All prices on One Foot Taller website and literature are inclusive of Value Added Tax at the current rate in the where stated, and exclusive of Value Added Tax where stated. Delivery is available for as many countries as possible, but where not stated can be requested for quotation by email. Errors and omissions excluded. All Products purchased on the One Foot Taller website are to be paid for in full in advance of despatch.

ORDER CONFIRMATION

Upon receipt of your online order we will reply via e-mail, confirming your details and stating the total cost that has been charged for the goods, including delivery.

DELIVERY POLICY

We aim to process and confirm your order within 24 working hours of receipt and despatch your order within 3 weeks. Our standard packages are sent via courier or post, depending on the the destination country, and should arrive with you within 5-7 days. Please allow up to 30 days for delivery. In the unlikely event of a delay, we will inform you of the likely delivery date and enquire whether you wish to continue with your order or receive an alternative item. All deliveries are subject to availability of stock.

PRODUCT DESCRIPTIONS

One Foot Taller takes all possible care to reproduce and describe items accurately. Please refer to the spec sheets available to download for more accurate representation.

TRANSACTION CURRENCY

British pounds Stirling will be displayed on our website and all card payments will be calculated to the currency in the billing country. Outside web payments, British Pounds are accepted by our UK office, represented by the £ symbol. The Euro currency will be accepted by our French office, and will be represented by the € symbol.

EXPORT RESTRICTIONS

Import duties and taxes which are levied once a shipment reaches your country and any additional charges for customs clearance or any services must be borne by you. We do not have any control on these charges and cannot predict the amount they may be.

RETURN, REFUND and CANCELLATION POLICY

If you are in any way unhappy with your goods, you may send them back with a cover letter for an exchange or full refund excluding postage to: Sales Department, One Foot Taller UK, 272 High Street, Glasgow G4 0QT, Scotland, UK or to Sales Department, One Foot Taller FR, 'Cougne', Quartier Maubourguet, 31580, Saint Plancard, FRANCE. As a consumer, once unwanted goods are received, you have a 7 working day cancellation period, this starts the day after receipt of unwanted goods. Unfortunately, we cannot refund or exchange used or customer damaged items (statutory rights not affected). Please note that One Foot Taller is not responsible for return postage - we recommend that you obtain a proof of posting certificate and adequate insurance.

CUSTOMER SERVICE AND COMPLAINTS

In the event that you are unhappy with any aspect of dealing with One Foot Taller, please inform us as soon as possible, by email, telephone or letter, in order that we can put things right without delay. One Foot Taller will endeavour to respond to all complaints within 5 working days. We will advise you of how long it will take to resolve the complaint and keep you informed throughout the process.

UK: Email: mail@onefoottaller.com Telephone: +44 (0) 8000 751 659, Monday to Friday, 9am-4pm, GMT. All calls free from UK landlines. Write: Customer Service, One Foot Taller UK, 272 High Street, Glasgow G4 0QT, Scotland, UK.

Europe: Email: mail@onefoottaller.com Telephone: +33 (0)5 61 88 93 54 Monday to Friday, 10am-5pm, GMT+1. All calls charged at local rates. Write: Customer Service, One Foot Taller FR, 'Cougne', Quartier Maubourguet, 31580, Saint Plancard, FRANCE.

One Foot Taller UK: 272 High Street, Glasgow, G4 0QT, Scotland, UK.

One Foot Taller FR: 'Cougne', Quartier Maubourguet, Saint Plancard, 31580 France. Site: 502 199 219 00017

GOVERNING LAW AND JURISDICTION

The Website is controlled and operated by One Foot Taller UK. Those who choose to access this website from other locations do so on their own initiative and are responsible for compliance with local laws, if and to the extent local laws are applicable.

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THIRD PARTIES

The website may contain hyperlinks to websites operated by other parties. We do not control such websites and we take no responsibility for, and will not incur any liability in respect of, their content. Our inclusion of hyperlinks to such websites does not imply any endorsement of views, statements or information contained in such websites.

OUR RIGHTS

One Foot Taller reserves the right to amend and update any part of these Terms and Conditions at any time without notice and your use of the website will be deemed as acceptance of this agreement. We advise users to regularly check the Terms and Conditions of this agreement. One Foot Taller has complete discretion to modify or remove any part of the website without warning or liability arising from such action.

SEVERANCE

Severance If any provision of this Agreement is held to be invalid or unenforceable, such provision shall be struck out and the remaining provisions shall remain in force.