

## Terms & Conditions

Welcome to the **Pleasure Doing Business (UK) Ltd** Terms & Conditions. By accessing this website and/or placing an order, you agree to be bound by these terms and conditions as set out below.

## Pricing Policy

**Pleasure Doing Business (UK) Ltd** maintains an everyday savings pricing policy. We watch other retailers closely and maintain competitive pricing. We take great pride in offering a fast, efficient, friendly and secure shopping experience, with great products at fair prices. We encourage our customers to shop around, but are very pleased to welcome them back again and again. VAT - Please note that as we're based in the UK, our site shows all prices inclusive of VAT. Registered website customers from countries where VAT is not applicable will not be charged VAT at the time of their order unless the order is being sent to a UK or EU address.

## Privacy Policy

**Pleasure Doing Business (UK) Ltd** guarantees that every online purchase you make from our store is a secure transaction. Our site uses the strongest commercially available level of encryption, 128-bit Secure Socket Layers (SSL). This ensures that your transactions are secure and your information cannot be hi-jacked or redirected to anyone but **Pleasure Doing Business (UK) Ltd**. Look for the yellow padlock in the bottom-right of your browser as you enter the Checkout section of our site.

## What information we hold about you

If you have bought something from **Pleasure Doing Business (UK) Ltd** we will have your email address, phone number, address and credit card details. If you choose to deliver items to a third-party (such as a friend) we will have their name and address. Information is only used to help us deliver the parcels and contact you. We also maintain an order history of your purchases. This allows you and us to track your deliveries and review your past purchases. We also collect information of a general nature about how many 'hits' our website gets. And we monitor the site traffic patterns; this tells us which areas of the site are being visited more than others. It also helps us build a more useful site in subsequent re-designs. We don't track individual users pathways through the site. Our site also uses 'cookies'.

## Cookies

Cookies are small amounts of data sent to your web browser by a webserver. They cannot harm your machine in any way as they are small text files with simple information in them. You can see them as small text files inside your 'Temporary Internet Files' folder in Windows. **Pleasure Doing Business (UK) Ltd** cookies keep track of the items in your shopping basket and act as place markers when you move around the site. We also use software to track general browsing behaviour on our website. This means that we can build up a picture of the most popular areas and paths through the site and any problem areas, though we don't use it on a personal level to track individuals and their behaviour.

You may experience problems with our site when you try to buy items. These are usually to do with how you have set up your security settings in your web browser.

If you have set your Security Settings in Internet Explorer to 'high' you have disabled cookies. Our site uses cookies to provide some features such as the Shopping Cart and My Account. To use the site you will need to set the security level for the internet to Medium (under Tools/Internet Options). This is for "Safe browsing but still functional". Alternatively you can add **www.digital-luggage-scales.co.uk** to your list of trusted sites. Should you wish to turn off cookies in your browser, your browser's help menu should tell you how to do this, but this will, of course, affect some of the features of our site and therefore your shopping experience.

### **What we do with your information?**

In addition to processing your order, **Pleasure Doing Business (UK) Ltd** also maintains an order history of your purchases. This allows you and us to track your deliveries and review your past purchases.

### **Who else sees your information?**

We may have to disclose some of your information to service suppliers to help complete your order. These parties include Royal Mail, Parcel Line, FedEx and TNT. Your Consent By using our web site you consent to us using the personal information you have given **Pleasure Doing Business (UK) Ltd** and our trusted partners, as outlined in this Privacy Policy.

### **Returns/Guarantee Policy**

Our guarantee means that if for any reason you are unhappy with your purchase, i.e. the item you have ordered is faulty, defective or you've had a change of heart (which is fair enough) you must return it to us **unused** and in its **original condition** within 30 days for a prompt replacement, exchange or refund.

### **Returns**

How do I return an item? Write (can be emailed or posted) to **Pleasure Doing Business (UK) Ltd** and one of our customer support team will issue you with a Returns Authorisation Code that will enable us to process your return quickly and efficiently. You must obtain a Returns Authorisation Code before sending anything back to us or we will not be able to process your return. To give you a few pointers on how we manage our returns, here are some simple and easy to follow guidelines:

### **Faulty or defective items:**

If you return an item because of an error on our part, or it is defective, we will happily refund your costs in returning it to us. You are responsible for any other service provided to you in connection with your purchase, e.g. gift wrapping. The item(s) must be returned within 30 days of purchase.

**Change of heart:**

Goods returned to **Pleasure Doing Business (UK) Ltd** because of a change of heart must be unused and in perfect, re-saleable condition (including product packaging, instructions, etc), otherwise we will not be able to refund you. You are responsible for any other service provided to you in connection with your purchase, e.g. gift wrapping and delivery charge. Please note that the costs of returning item(s) to us as a result of a change of heart must be borne by you. In any event, the item(s) must be returned within 30 days of purchase. When first trying out your product, please do so somewhere clean and safe - we can't replace muddy, scratched, torn or grass-stained stuff. Goods that include software: Any item which includes software must be returned with the software unopened.

Under the European Distance Selling Regulations (DSRs), customers in the European Union that cancel a contract for purchase of an item(s) within 7 days of receipt of their order will receive a refund for the cost of the item(s) and the cost of sending the item to you, provided that the entire order is being returned. If the item(s) returned is part of a larger order, then no delivery charge is refunded. Where we collect an item from you, we reserve the right to recover the costs of collection from you.

**Perishable goods:**

We are unable to accept returns of perishable goods.

**Returning a gift:**

We are happy to exchange faulty or defective products that have been sent as a gift. If you are returning an item but would like to exchange it for something else and you're not sure what, we are happy to issue a gift voucher for the value of the item you are returning. If a refund is required however, please note that refunds of the purchase price for items bought as gifts can only be given to the original purchaser.

**Items lost in transit:**

We cannot be held responsible for packages lost in transit: as you are responsible for returning the item(s) to us, we recommend sending the package by Recorded/Special Delivery.

**Refunds, replacement and exchanges:**

Refunds, replacements or exchanges are usually processed within 7 working days of receipt of the returned item(s) by **Pleasure Doing Business (UK) Ltd**. Any refund will be made in the same form of payment that was used to make the initial purchase.

Please note, in all instances **Pleasure Doing Business (UK) Ltd** shall not be liable for incidental or consequential damages or expenses, including but not limited to lost profits or other economic or commercial losses. This warranty does not affect your statutory rights.

## **Complaints Procedure**

**Pleasure Doing Business (UK) Ltd** takes its relationships with customers very seriously, and we expend a great deal of effort ensuring that we keep you happy. We aim to reply to emails within one working day of receipt, whether they're enquiries or, heaven forbid, complaints. All your feedback is appreciated.

## **Copyright & Conditions of Website Use**

All website design, text, movies, graphics, the selection and arrangement thereof and all software compilations, underlying source code, software (including applets) and all other material on this Web site are copyright of **Pleasure Doing Business (UK) Ltd** and its affiliates or their content and technology providers.

## **All Rights Reserved**

Any use of materials on this Web site--including reproduction for purposes other than those noted above, modification, distribution, or re-publication--without the prior written permission of **Pleasure Doing Business (UK) Ltd**

## **Conditions of Website Use**

Copyright, All Web site design, text, graphics, the selection and arrangement thereof and all software compilations, underlying source code, software (including applets) and all other material on this Web site are copyright of **Pleasure Doing Business (UK) Ltd**. and its affiliates or their content and technology providers. ALL RIGHTS RESERVED. Any use of materials on this Web site--including reproduction for purposes other than those noted above, modification, distribution, or re-publication without the prior written permission of **Pleasure Doing Business (UK) Ltd** is strictly prohibited.

## **Governing Law and Contract Formation**

The technical steps required to create the contract between you and us are as follows:

- You place the order for your products on the website by pressing the "submit" button at the end of the check-out process. You will be guided through the process of placing an order by a series of simple instructions on the website.
- We will send to you an Order Confirmation email detailing the products you have ordered. This is not an acceptance from **Pleasure Doing Business (UK) Ltd**.
- Order acceptance and the completion of the contract between you and us will take place on the despatch to you of the products ordered unless we have notified you that we do not accept your order or you have cancelled it.

Non-acceptance of an order may be a result of one of the following reasons:

- The product(s) you ordered being unavailable from stock
- Our inability to obtain authorisation for your payment
- The identification of a pricing, product or offer description error
- You not meeting the eligibility to order criteria as set out below

## Refusal of Transaction

**Pleasure Doing Business (UK) Ltd** reserves the right to withdraw any products from this website at anytime and/or remove or edit any materials or content on this website. We may refuse to process a transaction for any reason or refuse service to anyone at any time at our sole discretion. We will not be liable to you or any third party by reason of our withdrawing any product from this website whether or not that product has been sold; removing or editing any materials or content on the website; refusing to process a transaction or unwinding or suspending any transaction after processing has begun.

## Disclaimer

**TO THE FULLEST EXTENT PERMITTED AT LAW, Pleasuredoingbusiness (UK) Ltd IS PROVIDING THIS WEB SITE AND ITS CONTENTS ON AN "AS IS" BASIS AND MAKES NO (AND EXPRESSLY DISCLAIMS ALL) REPRESENTATIONS OR WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, WITH RESPECT TO THIS WEB SITE OR THE INFORMATION, CONTENT, MATERIALS OR PRODUCTS INCLUDED IN THIS SITE INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. IN ADDITION, Pleasuredoingbusiness (UK) Ltd DOES NOT REPRESENT OR WARRANT THAT THE INFORMATION ACCESSIBLE VIA THIS WEB SITE IS ACCURATE, COMPLETE OR CURRENT. Price and availability information is subject to change without notice.**

Except as specifically stated on this Web site, to the fullest extent permitted at law, neither **Pleasure Doing Business (UK) Ltd** nor any of its affiliates, directors, employees or other representatives will be liable for damages arising out of or in connection with the use of this Web site or the information, content, materials or products included on this site. This is a comprehensive limitation of liability that applies to all damages of any kind, including (without limitation) compensatory, direct, indirect or consequential damages, loss of data, income or profit, loss of or damage to property and claims of third parties.

For the avoidance of doubt, **Pleasure Doing Business (UK) Ltd** does not limit its liability for death or personal injury to the extent only that it arises as a result of the negligence of **Pleasure Doing Business (UK) Ltd**, its affiliates, directors, employees or other representatives.