



JUNE 2017

## Refund Policy Statement

To ensure our organisation is in line with UK Government Laws, Snake Services, in this document, outlines our refund policy for any customer(s) not satisfied with any goods sold through Snake Services' online store that are faulty, wrong order placed or for goods listed, with wrong description. For more information on refunds and returns and your customer rights, please refer to the [.gov website](#). Please note the following:

We don't have to refund a customer(s) if:

- You knew an item was faulty when they bought it
- You damaged an item by trying to repair it themselves or getting someone else to do it (though they may still have the right to a repair, replacement or partial refund)
- You no longer want an item (e.g. because it's the wrong size or colour) unless they bought it without seeing it

We must offer a refund for certain items only if they're faulty, e.g.:

- Personalised items and custom-made items, e.g. curtains
- Perishable items, e.g. frozen food or flowers
- Newspapers and magazines
- Unwrapped CDs, DVDs and computer software

### Online Sales

Online customer(s) have the right to cancel for a limited time even if the goods aren't faulty. Sales of this kind are known as '[distance selling](#)'.

Snake Services offers a refund to customer(s), providing they return goods within 14 days of receiving them. Please use original packaging, with our address attached to the cover. Customer(s) will need to pay for post and/or packaging (If new packaging is needed), however we will refund expenses with your refund.

Snake Services will refund the customer(s) within 14 days of receiving the goods back. Customer(s) don't have to provide a reason, however, a reason is HIGHLY recommended and will help to speed up the refund process.

### Repairs and replacements

If a customer has 'accepted' an item, but later discovers a fault, Snake Services may repair or replace it. Customer(s) can still reject the item after it's been repaired or replaced.

Customer(s) have accepted an item if they've:

- Told you they've accepted it (having had enough opportunity to inspect the item before confirming they've received it)
- Altered the item

Snake Services will repair if a customer(s) returns it within 6 months - unless we can prove it wasn't faulty when the customer(s) bought it.

Snake Services will ask a customer(s) to prove an item was faulty when they bought it, if they ask for a repair or replacement after 6 months. Once an order has been dispatched, we will include in the email to contact us on the goods state upon delivery.

### **Warranties and guarantees**

Customer(s) has the same right to free repairs or a replacement regardless of whether they have a warranty or guarantee or not. Snake Services may still have to repair or replace goods if a customer's warranty or guarantee has run out, however, please be aware that Snake Services does not issue any warranties or guarantees with our non-technology goods.

### **Proof of purchase**

Snake Services will ask customer(s) for proof that they bought an item from us. This could be a sales receipt/order number or other evidence such as a bank statement or packaging.

### **Items returned by someone other than the buyer**

Unfortunately, we can only accept returns and give refunds from the buyer. Unless proof is provided, only the buyer can return goods and ask for a refund.

Below are the details all our refund policies.

- 1) Refunds can only be given for any product or service up to 14 days of transaction. If any customer is deemed unhappy with their product or service and would like a refund (if they are within the 14 days period) they would need to provide proof of their purchase and a valid reason why (receipts, invoice, order number, etc...). Once they provide us with the necessary details they will be refunded immediately. We will also require the customer to provide us with feedback on our service and products. This will help us to put right anything that needs correcting. We regret that no refunds can be given once a customer has seen their product and is happy to process payment for it. **WE CAN NOT REFUND ANY PRODUCT, BECAUSE THE CUSTOMER NO LONGER WANTS IT.** Snake Services requires all customers to approve of their order before finalising any payments.
- 2) Snake Services will not be held responsible for any computer files that do not open correctly in certain operating systems. We do not promise all our files

will work in all operating systems. If this is the case, you will be entitled to a refund – if proof of purchase is provided and evidence of the file not working.

- 3) No refunds will be given on music or video downloads. All purchases are final. On our website, we have previews of our songs and videos, so you can view before you buy. Likewise, no refunds will be given if you accidentally delete your music or videos. If this is the case, please provide evidence and you will be sent a free replacement.
- 4) We pride ourselves on producing high-quality products at inexpensive prices. We only use the best suppliers, to produce high-quality goods. We take no responsibility in any product(s) produced by our suppliers. If their products are not produced to our standards, our customer(s) can contact us and inform us of the problem(s). We will refund or send a replacement (depending on request) and we will thoroughly investigate and apply any changes we need to make, even if means changing supplier.
- 5) Under no circumstances do we intend to cause offense with our humour/jokes. Please be aware our jokes are for our audience that enjoy a good sense of humour. If you are offended please contact us. WE SHALL NOT, HOWEVER, REMOVE ANY MATERIAL, SIMPLY BECAUSE IT IS OFFENSE. WE SHALL ONLY REMOVE MATERIAL, IF IT AFFECTS A LARGE RANGE OF PEOPLES. We carefully select what material is uploaded to our website, so that any material is not too offensive or sensitive. Any offensive language is censored and we do deeply regret uploading material with bad language. We do our best to ensure all our humour material does not contain offensive language. We will always provide warning AND AGE WARNING of any offensive material or strong/offensive language in the products description. We cannot issue any refunds for any products with offensive material or strong/offensive language. Due to online stores being difficult to monitor under-age sales, we will ONLY offer refunds for age-relating products if an under-age person purchases our goods. BUT EXTENSIVE PROOF IS NEEDED.
- 6) Snake Services uses the Royal Mail as our delivery distributor. Please check with the Royal Mail for up-to-date delivery prices and delivery schedules. Once Snake Services dispatches orders, we are not responsible for any missing, late or damaged orders. If your parcel is late, missing or damaged, please contact us by using our customer email address – [support@snakeservices.com](mailto:support@snakeservices.com) (including your order number, product details) within 7 working days and we will launch an investigation with the Royal Mail. We will look to get a replacement dispatched within 14 working days of the conclusion of our investigation. Please visit our website Royal Mail delivery prices, including VAT. (Snake Services currently does not add-on delivery

costs. All delivery prices are Royal Mail's, Snake Services are always looking for the best, cost-effective delivery options available). Snake Services are looking to add a Special Delivery service for next day deliveries in 2015.

- 7) Snake services' promotional offers may exclude certain services and additional charges may be added, in conjunction to the offer.
- 8) Customers are advised that Snake Services reserves the right to cancel/change any promotional offers at any moment, without prior notice.
- 9) Please refer to our Sales terms and conditions for full our full sales terms.