

Heroics and Ros Orders and Delivery Policy

All delivery charges must be paid by you where applicable. Delivery will be made to the address specified by you at the time of ordering. We shall use our best endeavours to deliver the Goods to you within 7 working days from the confirmation of order, within the UK. Longer delivery times will apply to overseas deliveries. Delivery will be by Royal mail, 1st Class within the UK and Airmail for overseas delivery.

All times or dates given for delivery of the Goods are only estimates given in good faith and are not conditions or warranties of contract.

Delivery charges vary depending on the value of products ordered and delivery location. Details of the current delivery costs can be found on the order form

At the time the Goods are delivered to the address given by you the risk in the Goods shall pass to you and you shall be solely responsible for the custody and maintenance thereof.

Heroics and Ros Cancellation and Returns Policy

Product can only be refunded or cancelled in accordance with your legal rights under the Distance Selling Regulations and other legislation. You should notify us of your intention to return or cancel the order via email sales@heroicsandros.co.uk

Once you have notify us of your intention to cancel or return the goods, the goods, together with the original invoice, should be returned to us in perfect condition to address specified on the invoice within seven working days after the day of delivery. You will be responsible for the cost of return postage and any necessary insurance. This shall be via a recorder delivery method.

Heroics & Ros privacy policy

This privacy policy sets out how Heroics and Ros uses and protects any information that you give Heroics and Ros when you use this website or place your order with us by other methods.

Heroics and Ros is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website or placing by other methods, then you can be assured that it will only be used in accordance with this privacy statement.

Heroics and Ros may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 8th February 2010

What we collect

We may collect the following information:

- name
- contact information including email address

What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping.
- We may use the information to improve our products and services.
- We may periodically send promotional email about new products, special offers or other information which we think you may find interesting using the email address which you have provided.
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, fax or mail. We may use the information to customise the website according to your interests.

Security

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways:

- whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes
- if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at - sales@heroicsandros.co.uk
- **We DONOT store your financial information**

We will not sell, distribute or lease your personal information to third parties

You may request details of personal information which we hold about you under the Data Protection Act 1998. A small fee will be payable. If you would like a copy of the information held on you please write to :-

Heroics & Ros, 3 Castle Way, Feltham, Middlesex TW13 7NW

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

Heroics & Ros contact information

Email : sales@heroicsandros.co.uk

Fax/Phone : 0208 890 6265

Postal : Heroics and Ros, 3 Castle Way, Feltham, Middlesex , TW13 7NW

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