*Terms & Conditions  (T&Cs)*

By using this website or purchasing goods from Simple Sensory Ltd you are legally agreeing to our terms and conditions as listed below. None of which affect the statutory rights of any customer.

*Placing an order*

* When you place an order on our website, you make an offer to buy Sensory Dough from Simple Sensory Ltd, in accordance with our Terms & Conditions. Please check your order carefully before submitting. If the information you supply to us is incorrect, you must promptly update us if any changes need to be made.
* We are not obliged to accept an order unless all the details we request on the order form have been entered. You will receive an email of acknowledgment when you place an order; this is a conformation email, not an acceptance of your order.
* Unless you cancel your order first, you will receive a further email of acceptance, to you to let you know that the goods have been dispatched. A contract is then in place between you and Simple Sensory Ltd.
* All orders are subject to availability. If an item you have ordered becomes unavailable, we will contact you as soon as possible to suggest another product or to organise a refund if you have already been charged. The refund will be made to the card used at the time of the original transaction.
* We hold the right to refuse service to anyone at any time, for any reason.
* By placing an order with Simple Sensory Ltd, you warrant that you are over 18 years of age and can therefore legally enter into a contract with us.

*Payment*

* Payment will be charged to the card account provided by you on our website order form. When placing an order with us, you consent to payment from your card being taken at the time of your order.
* Payment must be made with a valid credit or debit card. And correspondence of the registered card address must match. We reserve the right to refuse the order if we suspect fraud.
* The price you pay, will be the price quoted on the website when conformation or order is received by us. We reserve the right to change our prices without prior notice.
* We take all necessary measures to ensure all information provided is kept secure, by using an encrypted, safe payment platform through our host Wix.
* In the absence of negligence on our part, any failure by us to comply with these terms of our privacy policy or breach by us of our duties under applicable laws, we will not be legally responsible for any loss that you may suffer if a third party gains unauthorised access to any information you give us.
* Once your order is accepted and we have posted your items, we will send you an electronic receipt and a dispatch notice by email.

*Delivery*

* We only deliver to addresses in England, Wales & Scotland.
* The products you order will be posted to you, the buyer, at the address provided on the order form.
* Our estimated dispatch and delivery times can be found on our main page in our FAQs, alternatively you can contact us direct should you need specific details.
* We always strive to dispatch and deliver your order as quickly as possible but have no control on delivery times once dispatched. Delivery times stated are only estimations.
* Simple Sensory Ltd do not hold liability liable for losses arising from delivery delays due to circumstances beyond our reasonable control and where we could not have taken reasonable steps to deal with the delay.
* We use third party delivery providers at our discretion, to deliver your orders. At present we use Royal mail, however we reserve the right to use any delivery provider of our choice, and change this without prior notice.
* The order is complete once delivery takes place at the address you gave us at the time of the order.
* If you receive notification of an unsuccessful delivery attempt, it is your responsibility to contact the delivery company to re-arrange delivery.

*Returns*

* If you’re not happy with your order, please contact us as soon as possible at [orders@simplesensoryuk.com](mailto:orders@simplesensoryuk.com). We are always ready to help if you have a problem with your order.
* You can return any product(s) that you are not satisfied with within 14 days of receiving these items. Product(s) must not have been used and be in a resalable condition otherwise will be unable to refund your products. We will make deductions for product(s) that have been overly handled, for example if the Sensory Dough has been removed from its tin and used.
* When returning you product(s) please include:

1. Your contact details
2. Order number
3. Reason for your return.

* You will be liable for the cost of returning the Product(s) to us and must ensure they are sufficiently packaged to prevent damage in transit.
* We reserve the right to refuse a refund if the product(s) is not in its original condition or reduce the refund amount if the value of the products(s) has been reduced.
* Refunds will be made to your original payment method and will not include the original postage costs (where applicable).

*Products*

* Our handmade Sensory Dough is made with food grade, toxic free ingredients. It can last up to 6 months or longer if looked after. An advice/information card on how to do this is included with all orders.
* We sell our Sensory Dough in individual tins of 250 grams. We make every effort to be accurate in our measurements, however buyers should allow for variations of 5% either way.
* Due to the products being handmade, there may be slight variations in colour and texture. We have taken great care to display all our products as accurately as possible, however when processing your order, you acknowledge and accept that the colours of our products may differ slightly.
* It is essential that you supervise play at all times. A safety information card will also be enclosed in every order to guide you further.

*Our Website*

* New terms maybe added with or without notice at our discretion.
* The latest version of our Terms & Conditions will appear on our website and be dated. When sing the website or purchasing after this date, it means that you agree to the new terms.
* It is your responsibility to check this page periodically for any changes.
* Our store is hosted on Wix. They provide us with the online e-commerce platform to sell our products and services to you.
* All the descriptions and photos used on our website aim to give a true impression of our goods. However due to the nature of our products being handmade and/or natural they may differ in appearance from those shown. We cannot guarantee that your computer monitor's display of any colour will be accurate.
* We continuously ensure our website is up to date and accurate, however if errors occur we endeavour to resolve them as quickly as possible once aware of them.
* Occasionally there may be information on our site that contains typographical errors, inaccuracies or omissions that may relate to product descriptions, pricing, promotions, offers, product shipping charges, transit times and availability. We reserve the right to correct any errors, inaccuracies or omissions, and to change or update information or cancel orders if any information on our website or on any related website is inaccurate at any time without prior notice (including after you have submitted your order).
* Whilst we attempt to ensure that the website is readily available for your use, there may be times we need to carry out maintenance work and updates, therefore restricting access. We may do this without notice or liability. We endeavour to keep restrictive access to a minimum.
* Simple Sensory Ltd reserve the right to prevent or suspend access to the website if you do not comply with our terms and conditions.
* Please read our privacy policy which states how we collect, process and store your personal information.

*Disclaimer of Warranties; Limitations of Liability*

* In no case shall Simple Sensory Ltd, our directors, or employees be liable for any injury, loss, claim, or any direct, indirect, incidental, punitive, special, or consequential damages of any kind, including, without limitation lost profits, lost revenue, lost savings, loss of data, replacement costs, or any similar damages, whether based in contract, tort (including negligence), strict liability or otherwise, arising from your use of any of the service or any products procured using the service. Nor for any other claim related in any way to your use of the service or any product, including, but not limited to, any errors or omissions in any content, or any loss or damage of any kind incurred as a result of the use of the service or any content (or product) posted, transmitted, or otherwise made available via the service, even if advised of their possibility.
* We are not legally responsible for loss or damage caused by us in circumstances where:

1. There is no breach of legal duty of care on our part.
2. Neither party could foresee loss or damage when entering into this contract.
3. Such loss or damage caused by you, for example through non-compliance with our terms and conditions.
4. Loss or damage relating to a business or non-consumer. Are product(s) are intended for the consumer, not to be brought from us with the intent to be used for further business.

* You are responsible for any foreseeable loss or damage suffered by us arising from a breech of contract and Terms & Conditions on your part.
* Simple Sensory Ltd are not liable for any breech of these terms & conditions caused by any event or circumstance beyond our reasonable control including, but not limited to:

1. Act of god, explosion, flood, tempest, fire or accident
2. War or threat of war, sabotage, civil disturbance or requisitions
3. Acts, restrictions, regulations, bye-laws, prohibitions or measures of any kind on the part of any governmental, parliamentary or local authority
4. Import or export regulations or embargoes
5. Strikes, lock outs or other industrial actions or trade disputes
6. Difficulties in obtaining raw materials, labour, fuel, parts or machinery
7. Power failure or breakdown in machinery.

* We require reasonable opportunity to rectify any matter for which we are liable for, before you incur any costs resolving the matter yourself.

*Intellectual property & Copyright*

* You acknowledge and agree that the material and content contained within this website is made available for your personal, non-commercial use only.
* Any other use of the material and content from the website is strictly prohibited.
* You agree not to copy, reproduce, transmit, publish, display, distribute or commercially exploit such material and content.

*Complaints & feedback*

* If you have any complaints, or feedback to aid us better our service to you, please contact us [hello@simplesensoryuk.com](mailto:hello@simplesensoryuk.com).
* We endeavour to reply within 7 working days.