

Welcome to the Poke-Decks website. Our website is operated by Laura Walpole trading as Poke-Decks for all sales. Poke-Decks is a small business registered in England with the following details:

VAT number: 398716828

Postal Contact Address: 36 Gathorne Road, Bristol, BS31LU

Terms and Conditions of our website

The terms and conditions detailed are provided by Poke-Decks and outline the terms and conditions under which you may use our website. By using our website you accept these terms and conditions, so should you not accept our terms and conditions you may not use our website.

These terms and conditions may be revised and updated at any time with all changes effective immediately when posted to our website. We reserve the right to close, update, or correct our website at any time with or without prior notice.

Our privacy policy is a supplement to our terms and conditions and by using our services you confirm that you have read and accepted our privacy policy.

Access to website content

You are permitted to use any material provided on our website as expressed by us. By using our services, you agree that all content provided by us is made available for your personal non-commercial use only and that you may only download material for the purpose of using our website.

In using our website, you also acknowledge that any other use of our website content is prohibited, and you agree not to initiate, assist, or facilitate this being copied, reproduced, transmitted, published, displayed, commercially exploited, or distribute.

You may not extract or utilise content of our website. In particular you may not:

Redistribute or modify content

Remove any trademarks

Utilise data mining, robots, or similar data gathering and extraction tools

Download and store any of the content from our website to create a database

Your account

It is your responsibility to ensure the confidentiality of your account and password to avoid unauthorised persons obtaining this information. You agree to accept responsibility for activities which occur under your account. We are not liable for any loss or damage which may occur as a result of your failure to protect your account and password. We expect you to keep your password and account details up to date.

Website errors

We aim to present accurate and reliable information on our website at all times however there may be occasions where the information presented may contain unintentional inaccuracies. We aim to always present the correct pricing information however errors may occur which leads to items being unintentionally incorrectly priced. We apologise in advance for any misleading information which may be presented in the pricing or availability of items displayed in our shop.

We are not obliged to supply items which are listed with an incorrect price. We reserve the right to correct any errors and update product information to display the correct information without prior notice.

We cannot guarantee that your equipment's use of colour, texture, or detail will correctly reflect the exact colour, texture, or detail as the actual product.

Website access

We do not claim that the functions and operations of our website will be uninterrupted and free from errors. We do not warrant that any defects will be corrected within a specific timeframe. Your access to our website may at times be suspended or restricted to allow for maintenance and the introduction of new services. We aim to limit the impact of technical maintenance on website access.

It is your responsibility to ensure you have the correct software and equipment in place to access our website and we will not be liable for any damage or losses that may incur from your inability to access our services.

Terms and conditions of sale

Creating a contract between you and us for online purchases involves the following steps:

- You place an order for your products on our website by adding an item to your cart and providing your shipping address and payment details at checkout followed by pressing the 'Pay Now' button.
- We will send you an email to acknowledge your order. This is not confirmation that your item will be shipped.
- A despatch email will be sent when your item has been shipped.
- In the event that we do not accept your order you will be notified via email.
- A contract is formed with us once we despatch your order.

By placing an order with us you agree that:

- The information you provide is true and accurate
- You are the authorised holder of any credit or debit card you use to make payment through our website.
- You will notify us immediately of any changes to your personal information.
- We may collect and store your information in accordance with our privacy policy.
- By clicking 'Pay Now' you confirm your acceptance of these terms and conditions and you give us permission to debit your account by the amount displayed.
- E-mails sent from us to you are read and understood. It is your responsibility to ensure the email address supplied is accurate and that you have access to this.
- You have read and understood our terms and conditions.

Resale

The products we sell are intended for private use only. If we believe you are bulk-buying, reselling, drop-shipping we reserve the right to:

- Refuse your order
- Cancel your order

Price and promotions

The price displayed at time of purchase is the price you will pay. We are unable to offer a discount should the price of your item decrease after you make a purchase.

Voucher codes and discount codes must be entered prior to making payment where applicable and cannot be applied after an order has been placed.

Stock outs

In the unlikely event that any goods you order are not readily available we reserve the right to cancel your order. You will be notified by email of any orders we may cancel due to items being out of stock, whilst any payments you have made for the item in question will be refunded. If the out-of-stock item belongs to an order consisting of additional items which are in stock these will be dispatched as normal.

Returns

Certain items can be refunded if returned within 14 days of purchase provided the items are unused, unopened, and in their original condition and packaging. All returns must be accompanied by your order reference number. Details and terms of our refund policy can be found in our returns policy.

Refunds

We aim to process returns as quickly as possible however please allow up to 7 working days for refunds to be processed. Refunds will be made using the same payment method used to purchase the items being refunded.

Data protection

We confirm that your personal information will only be used in accordance with our privacy policy.

Payment terms

We accept the following payment methods:

Visa

Visa Debit

MasterCard

By agreeing to purchase any items sold on our website you confirm that you are the authorised holder of the card used to make payment and you give us permission to debit your account by the amount displayed at the final stage of checkout.

Quality Control

Poke-Decks is committed to providing you with authentic and genuine products. Unless stated, products are in mint condition. All sealed items are purchased directly from an authorised UK supplier.