



This is my hand TERMS AND CONDITIONS

1. These terms and conditions apply to all transactions conducted via the This is my hand (TIMH) website. Please read them carefully before placing your order, we advise you to print a copy for your records and reference. Please note that in our terms and conditions “you”, “your”, “yours” and “yourself” are references to any person ordering goods from the This is my hand website, and “we”, “our” and “ours” are references to This is my hand.
2. Our Privacy Policy which explains how we use personal data provided by you, is available on our website and we advise that you read it before placing an order with us.
3. We reserve the right to change our terms and conditions without prior notice. Any changes will apply to subsequent orders.
4. By placing an order you on the This is my hand website, it is your responsibility to ensure that all details on the order are complete and accurate.
5. Each order will be an offer by you to purchase goods subject to our terms and conditions. This is my hand is entitled to reject or cancel any order and will notify you of a rejection accordingly. You will be refunded in full should these circumstances arise.
6. Goods will normally be delivered within 30 days of This is my hand accepting your order, this will apply to addresses within the European Union. We will contact you by email if delivery is likely to be delayed beyond these periods, with an option to cancel your order if you so wish.
7. Postage and packaging are applied during the checkout process. We use 2nd class mail for orders to UK mainland. For large parcels this will cost £00.80p
8. This is my hand must receive payment in full for any goods ordered via Paypal, before goods are dispatched. If you do not have a Paypal account, please use the Paypal Guest Checkout (this will allow you to make a purchase with a Credit/Debit Card, negating the need to create a Paypal account). All prices are in UK pounds sterling, any conversion of your currency to UK sterling will be subject to changes in the current exchange rate.
9. All goods listed on our website are for sale, subject to availability. In the event of us being unable to supply the goods ordered, we will inform you as soon as possible. Should any goods ordered not be to your reasonable satisfaction, we ask that you return the goods to us at your expense and a full refund of the purchase price will be given. Please return the goods to us in good order, as we will not accept the return of goods damaged to the point they cannot be resold. All goods are delivered with an unconditional 7 day money back guarantee in accordance with the Consumer Protection (Distance Selling) Regulations 2000. To return goods under your money back guarantee, you must email us at **sales@thisismyhand.com** within 7 working days of delivery of the goods. You must also arrange for, and pay the cost of returning the goods to us. We will refund the cost paid for the goods delivered to you as soon as is practical, but in any event within 30 days of you informing us of your intention to return the goods.
10. If goods are found to be damaged or faulty on delivery, please contact the This is my hand page **sales@thisismyhand.com** within seven working days of receipt of the goods. Where appropriate we will replace good/s or refund the price paid you have paid.
11. All goods which you intend to return must be kept in good condition, with original packaging where applicable.
12. All sizes and measurements shown on the website are accurate to the supplier’s listings
13. While we will take all measures to keep your personal and financial details secure, unless we are found to have been negligent we do not accept liability for any losses due to the unauthorised access by any person of any information provided to us by you.

14. We accept no liability for any loss or corruption of data held on your computer, or for any other loss or damage of any kind that occurs to your computer as a result of you accessing our website.

15. This agreement shall be governed by the law of England and Wales. The parties submit to the non-exclusive jurisdiction of the English courts for the resolution of all disputes arising out of or in connection with this agreement.

16. Goods supplied from the This is my hand website are supplied by various companies from the United Kingdom and sometimes outside Europe.

17. In the event of any complaint arising from your use of the website please contact us at **sales@thisismyhand.com**

18. These terms and conditions shall constitute the entire agreement between the parties. No variation of these terms and conditions shall be valid unless it is in writing and signed by the parties.