



POLICIES

At CLOC LTD it is our aim and mission to deliver quality products backed by good old fashioned value for money. We support these products by the use of best practice policies which work in conjunction with our legal terms and conditions of trade.

When using our website you agree to be bound by our terms and conditions and agree to abide by our policies as set out below. Both our policies and terms and conditions are subject to change at our discretion.

Acceptable use Policy

You will only use our site for purposes within UK law or any country from which information is uploaded or downloaded to.

You will not use our site:

To breach any national or international law. To harm or attempt to harm anyone. To transmit viruses, Trojan horses, spyware or any other harmful computer codes with the intention of adversely affecting our web site or its software or hardware. To reproduce or re-sell any part of our site. To produce any material that is obscene or hateful or inflammatory or offensive in any way or is defamatory to any person or promotes violence. To discriminate on the basis of race or sex or age or religion or disability. To infringe copyright or to impersonate or misrepresent your identity in any way shape or form.

Anyone in breach of the above will have their account terminated and may be reported to the police.

Delivery Policy

Our goods are delivered by third party carriers and as such we are bound by their terms and conditions. The delivery service you select coupled with the weight of your goods dictates the carrier we use; all our goods are dispatched on a next day service and require a signature upon delivery.

Primarily we use two carriers as well as our own van service for local deliveries.

The couriers used are:

The Royal Mail via First Class Recorded Delivery for goods up to the weight of 1000 grams.

APC via Next Day Service for goods with a weight above 1000 grams.

We will always try to use the most appropriate service which ensures you receive your goods in a timely manner however we reserve the right to change delivery methods at our discretion. As stated

above all our goods need to be signed for upon delivery and so it would be good practice to ensure the delivery address that you give us has someone available to accept the delivery.

Our Standard Delivery time is three to five working days.

Our Special Delivery time is one to two working days.

Our Urgent Delivery time is for delivery the next working day providing goods are ordered by 12.00pm and is subject to agreement.

We will always notify you the day we dispatch your goods.

Collection of goods. Under prior agreement you can make personal collection from our London site (Tottenham) or our Southampton site, this is recommended for very urgent delivery requests.

Non delivery. Our courier deliveries are made by third parties and as such we are tied to their terms and conditions of non-delivery and claims. In the event you do not receive your goods a claim will only be accepted after 7 working days from the date of dispatch. We cannot process a reprint prior to this time, you should notify us either by phone or email after 7 working days have passed that you have not received your goods and we will ask you to complete a non-delivery form, we will then reprint your goods at no further cost to you. For delivery prices published on the website every effort will be made to deliver the goods the following working day after dispatch and include one mainland UK address excluding Scottish highlands, Islands or overseas. Variations for delivery options are advertised from time to time and you will be charged the advertised delivery fee dependant on the delivery option you select.

Returns Policy

It is our aim to satisfy all our customers however in the unlikely event you are dissatisfied with the goods or services please contact us at theprintshop@cloccprint.com or phone us on +44 (0)2380 770 835 – during office hours.

If you feel for any reason other than that which relates to the information you have either uploaded or input the goods are substandard we will ask you to return 5 or 6 samples so we can inspect and investigate your complaint. If we accept the goods are substandard we will reprint and replace in full your original order and we will do this quickly and at our cost, we will always act in a fair and reasonable manner and do our best to ensure customer satisfaction.

We require notification of any faulty or substandard goods within 5 days of delivery.

Privacy Policy

We respect our customer's privacy and understand concerns relating to information given on the web.

We use the information we collect from you to help us provide the best possible service to you, we do not sell or trade on your information. We do use your information to market our services and goods to you from time to time and to keep you informed of promotions and to review site usage and relevance. All the information we have about you is stored on our secure servers, payment transactions are encrypted and we do not hold your credit card details.

Whilst we will do our very best we cannot guarantee the security of your data transmitted to our site and so any transmission is at your risk. Please do not share your password with anyone.

Cookies

Cookies are small text files placed on your computer and are commonly used on the internet.

We use them to:

Collect anonymous information that will help us understand visitors' browsing habits on our website;
Compile statistical reports on website activity, e.g. number of visitors and the pages they visit;
Temporarily store any information which you may enter in tools, such as calculators or demonstrations on our website;

In some cases, remember information about you when you visit our site. We may need to do this to provide some of our services. We do not use cookies to track your use of the internet after you leave our sites, nor do we store any personal information in them that others could read and understand.

We use two types of cookie:

Session cookies - these are temporary and are deleted as soon as you close your browser.

Persistent cookies - these are stored on your computer until they expire or you remove them.

Persistent cookies store your personal preferences, they also remember questions we have asked you previously. A persistent cookie will prevent you from being asked to complete the same information every time you visit the website.

Accepting or Rejecting Cookies

You can configure your internet browser to warn you each time a new cookie is about to be stored on your computer so that you may make a decision whether to accept or reject it. Please refer to your internet browser's help section for specific instructions. Please note that some parts of our website may not function properly if you reject cookies.

Further information about cookies

The *Interactive Advertising Bureau* is an industry body that has produced a series of web pages which explain how cookies work and how they can be managed.