



Your name: \_\_\_\_\_

Your address: \_\_\_\_\_

Paul Balmer  
Waterway Routes  
10 Bude Close  
Nailsea  
Bristol  
BS48 2FQ

Postcode: \_\_\_\_\_

## Order Form

Route Number	Route Name	Format	Price Each *	Quantity	Total Price
10	Leeds & Liverpool Canal	Popular DVD	£ 12.95		£
33	Llangollen Canal	Popular DVD	£ 12.95		£
		Bowcam DVD	£ 7.95		£
		Combined DVD	£ 19.90		£
55	Cotswold Canals	Popular DVD	£ 12.95		£
		Walks (set of 10)	£ 8.95		£
Add Post & Packing at £1.25 for the first item			£ 1.25	1	£ 1.25
then £0.75 for each additional item (any mix)			£ 0.75		£
Grand Total					£

- Please make cheques or postal orders **payable to Paul Balmer**.
- We accept Credit/Debit card payments on our website at [www.waterwayroutes.co.uk](http://www.waterwayroutes.co.uk).
- Waterway Routes is not VAT registered so there is no VAT to pay.
- Prices valid until 31 December 2008. See [www.waterwayroutes.co.uk](http://www.waterwayroutes.co.uk) for latest information.

Please supply the items marked above. I agree to Waterway Routes terms and conditions.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Email (optional): \_\_\_\_\_

If you provide an email address we will use it to confirm receipt of your order and to tell you when it has been dispatched.

- Please tick this box if we may also send occasional offers and newsletters to your email address. You may opt out of this at any time if you no longer wish to receive emails.

# Terms and Conditions



## 1. Business Information

- 1.1. The business name is Waterway Routes. The proprietor is Paul Balmer.
- 1.2. Waterway Routes can be contacted:
  - a) by post at 10 Bude Close, Nailsea, Bristol, BS48 2FQ
  - b) by email at [info@waterwayroutes.co.uk](mailto:info@waterwayroutes.co.uk)
- 1.3. In these terms and conditions the words "we" and "our" refer to Waterway Routes (the seller) and the words "you" and "your" refer to you (the purchaser).
- 1.4. The business also trades as Waterway Walks and this name may be used instead.

## 2. Description of the Goods

- 2.1. The goods for sale are described on our website and in our printed material.
- 2.2. The prices displayed on our website and in our printed material include all taxes. We are not registered for VAT.
- 2.3. Delivery costs are shown separately on our website and in our printed material.
- 2.4. Prices shown on our website will be valid for at least 30 days from the date of display unless another date is shown. Prices shown in our printed material will be valid until the date shown on that material.

## 3. Ordering and Payment

### Website Orders

- 3.1. You should follow the steps on our website to choose the goods you require, and provide the information requested to complete the order.
- 3.2. You should make payment through the website using a credit or debit card, or a PayPal account.

### Post Orders

- 3.3. You should complete our order form.
- 3.4. You must post the order form to us with a cheque or postal order payable to Paul Balmer for the full amount of your order.

### General

- 3.5. Payment must be made in advance. We will not dispatch any goods until we have received your payment.
- 3.6. If you provide an email address we will acknowledge receipt of your order to that email address. If you do not provide an email address on your order form we will post an acknowledgement if we are unable to dispatch the goods within 14 days.

## 4. Delivery

- 4.1. We will deliver the goods to the addresses you have given on the order form. You may have to sign for the goods when they are delivered.
- 4.2. We will normally dispatch goods within 14 days of receiving your order and your payment.
- 4.3. If we are unable to dispatch goods within 30 days of receiving your order and your payment we will cancel your order and we will refund any money paid.
- 4.4. We will not supply substitutes if any goods ordered are not available.

## 5. Cancelling your Order and Return of Unwanted Goods

- 5.1. You may cancel your order in accordance with the Distance Selling Regulations. You may cancel your order by post or email. You may NOT cancel your order by phone.
- 5.2. If we receive your notice of cancellation before the goods are dispatched we will cancel your order and refund your money within 30 days.
- 5.3. If the goods have already been dispatched you may cancel the order within 7 days of receiving the goods in accordance with the Distance Selling Regulations.
- 5.4. You may only cancel an order for DVDs if the seal is still intact.
- 5.5. You must take good care of the goods and you must return the goods to us promptly. You must pay for the cost of returning the goods to us. We recommend that you use a signed-for delivery service. If you do not return the goods promptly when you cancel an order we may arrange for the goods to be collected and deduct the cost of collection from any refund due.
- 5.6. Where vouchers or other items were included with the goods you must return all of these at the same time. If you do not return these at the same time the value of these items will be deducted from any refund.

## 6. Faulty Goods

- 6.1. If the goods are faulty when delivered you should return them to us with a description of the fault and indicating if you would like us to replace the goods or refund your money. We recommend that you use a signed-for delivery service.

- 6.2. If you request replacement goods we will replace the faulty goods with a new version of the same product. We will also refund the cost of you returning the faulty goods to us, up to a maximum equivalent to Post Office "Recorded Signed For" service. If we are unable to supply replacement goods within 30 days we will provide a refund.
- 6.3. If you request a refund we will refund the money you paid for the goods. We will also refund the cost of you returning the faulty goods to us, up to a maximum equivalent to Post Office "Recorded Signed For" service.
- 6.4. If you request a refund you must return any vouchers or other items which were included with the goods or the value of these items will be deducted from the refund.

## 7. Warranty

- 7.1. If the goods become faulty within 12 months of purchase we will replace them. You must return them to us with a description of the fault. We recommend that you use a signed-for delivery service such as the Post Office "Recorded Signed For" service.
- 7.2. We will replace faulty goods with an identical item. If we are unable to do so within 30 days, we will refund your money.

## 8. Copyright

- 8.1. All DVDs, information booklets, fold-out maps and other materials supplied by us are covered by copyright. The copyright may be owned by us or we may have permission to use the material from the copyright holder.
- 8.2. You may use the items for private and domestic use.
- 8.3. You must NOT copy the materials without written permission from us, except for the very limited circumstances permitted by law.
- 8.4. You must NOT broadcast the material or show it at any meeting or presentation without permission from us.

## 9. Legal

- 9.1. We are based in England and we conduct our business in English.
- 9.2. When you place an order with us you agree to these terms and condition and you agree to the exclusive jurisdiction of the English Courts in all disputes.