

These are the terms and conditions on which we supply goods you.

Please read these terms carefully before you submit your order to us. These terms tell you who we are, how we will provide products to you, what to do if there is a problem and other important information.

Who we are

We are Norwich City Community Sports Foundation a company registered in England and Wales. Our company registration number is 04100611 and our registered office is at Carrow Road, Norwich, Norfolk, NR1 1JE.

How to contact us.

You can contact us by telephoning our customer service team at 01603 761122 or by writing to us at info@communitysportsfoundation.org.uk or Norwich City Community Sports Foundation, Carrow Road, Norwich, NR1 1JE.

Our Contract

Once you have placed an order, you will receive an acknowledgement e-mail confirming receipt of your order. This email is only an acknowledgement and does not constitute acceptance of your order. A contract between us and you for the purchase of the goods will not be formed until payment has been approved by us and the money has been debited from your credit or debit card. If we are unable to accept your order, we will inform you of this in writing and will not charge you for the product.

Pricing

We will endeavour to ensure that all details, descriptions and prices which appear on this website are accurate, however, errors may occur. If we discover an error in the price of any goods which you have ordered, we will inform you of this as soon as possible and give you the option of reconfirming your order at the correct price or cancelling it. If we are unable to contact you, we will treat the order as cancelled. If you cancel and you have already paid for the goods, you will receive a full refund. Where applicable, prices are inclusive of VAT.

Subject to the above paragraph, prices quoted on the website are correct at time of publishing. We reserve the right to vary prices due to changes in VAT or any other circumstances which may be beyond our control. All orders are subject to a delivery charge.

Payment

Upon receiving your order, we will carry out a standard pre-authorisation check on your payment card to ensure there are sufficient funds to fulfil the transaction. Goods will not be dispatched until this pre-authorisation check has been completed. Your card will be debited once the order has been accepted.

Delivery

If the products are good's we will contact you with an estimated delivery date, which will be within 4 weeks after the day on which we accept your order.

We are not responsible for delays outside our control. If our supply of the products is delayed by an event outside our control, then we will contact you as soon as possible to let you know and we will take steps to minimise the effect of the delay. Provided we do this we will not be liable for delays caused by the event, but if there is a risk of substantial delay you may contact us to end the contract and receive a refund for any products you have paid for but not received.

Refunds and Exchange

If for any reason you are unhappy with your purchase, return it to us within 28 days of receipt in an unworn/unused condition for a full refund and exchange. We are unable to exchange or refund customised / printed products. Personalised products may only be returned if faulty; unsuitable sizes cannot be returned.

We would advise that you send any goods you return by recorded delivery, as we cannot accept any responsibility for items lost in the post. Postal charges are the responsibility of the customer unless the goods returned are faulty or mis described or if you are cancelling because we have told you of an upcoming change to the product or these terms, an error in pricing or description, a delay in delivery due to events outside our control or because you have a legal right to do so as a result of something we have done wrong.

The yellow t-shirt/Long sleeved shirt and sweatshirt are not suitable for goalkeeping participants. CSF will not accept liability for any kit stained or damaged from pitch surfaces.

Any item being reported as faulty after being washed by a customer will need to be investigated by Errea. This process takes up to 4 weeks as Errea is based in Italy. Once the investigation is complete Errea will either determine by testing that the items were incorrectly washed, or the item incurred a fault during manufacture. If the investigation proves a manufacturing fault Errea will replace the faulty item.

Cancellation of Order

You may cancel your order for goods at any time up to the fourteenth working day after you receive the goods, unless your goods have been personalised in anyway. You do not need to give a reason for cancelling your order and you can cancel orders by sending the form set out below (or similar) to info@communitysportsfoundation.org.uk.

Once you have notified us that you are cancelling your order, any sum debited from your debit/credit card will be re-credited once we have received the goods into our returns department, and, in any event, within 30 days of the cancellation, provided you return the goods in the original condition. We will make any other refunds by cheque.

Stock Availability

Occasionally some items may be temporarily out of stock or sold out due to demand. Where possible these items will be removed from the website and where possible we will offer alternative items on customer approval. If this is not possible, we will place out of stock items on back order and these will follow as soon as possible on a separate delivery. Customers can choose to accept a partially complete order at the time of checkout. If any items are likely to take more than four weeks to deliver, we will contact the customer to check with whether they wish to proceed with the order. If any items have been discontinued, we will endeavour to offer an alternative wherever possible.

Data Protection

We may process the personal data submitted by you (as defined by the Data Protection Act 1998) for the purposes of

- (a) supplying the products to you;
- (b) processing your payment for the products;
- (c) the administration of files and records;
- (d) customer services and/or fulfilling our obligations under this agreement;
- (e) to inform you about similar products that we provide;
- (f) the marketing and promotion of our similar products and services; and
- (g) disclosure to carefully selected third parties to enable them to send direct marketing communications to you in relation to Norwich City Community Sports Foundation's similar products and services or products and services of carefully selected third parties.

By purchasing CSF kit, you consent to us processing your personal data for these purposes.

1. Please note that by providing your details to Norwich City Community Sports Foundation you are indicating your consent to their being used for the purposes of direct marketing by means of post, email or other electronic means. This will enable Norwich City Community Sports Foundation and/or carefully selected third parties to market their similar products and services to you via the details that you provide.

2. If you do not wish to consent to receiving direct marketing communications as above please make this clear when providing your details. Should you, at any time in the future, wish us to stop sending you direct marketing communications then please put your request in writing to info@communitysportsfoundation.org.uk.

Model Cancellation Form

Below is an example of a form to use should you wish to cancel your order.

To Norwich City Community Sports Foundation, Carrow Road, Norwich, NR1 1JE

I/We [*] hereby give notice that I/We [*] cancel my/our [*] contract of sale of the following goods [*].

Ordered on [*/received on [*],

Name of consumer(s),

Address of consumer(s),

Signature of consumer(s) (only if this form is notified on paper),

Date

[*] Delete as appropriate