

## Ignite Elim Church – Terms and Conditions

### About us

<http://www.ignitelincoln.co.uk>

Ignite Elim Church  
61 Skellingthorpe Road  
Lincoln  
Lincolnshire  
LN6 7QT

Ignite Elim Church is part of the Elim Foursquare Gospel Alliance (EFGA)  
Charity Number: 251549 (England & Wales) & SC037754 (Scotland)

Email: [info@ignitelincoln.co.uk](mailto:info@ignitelincoln.co.uk)  
Phone: 01522681334

If you need to contact us, please use the details above.

### Make a contract with us

1. When you make an order with us, you are making an offer to buy goods. We will send you an email to confirm that we have received your order.
2. Once we have reviewed your order we will email you again to confirm that we have accepted your order, and that a contract has been made between us.
3. In the unlikely event that the goods are no longer available, or that a mistake has been made with the pricing of the goods, we will advise you of this. You will not receive an email confirming acceptance of your order, and there will be no contract between us.
4. Images of products on this site are for illustration purposes only. Your goods may vary slightly from the image shown on the website and will not include any of the accessories that may be pictured with them. Whilst goods are shown assembled, they may require assembly by you.
5. We have made every effort to display as accurately as possible the colours of our products that appear on this website. However, we cannot

guarantee that your monitor's display of any colour will reflect the colour of the actual goods.

6. Whilst we try to be as accurate as possible, all information provided is approximate and is provided in good faith.
7. This contract is covered by English law.
8. By placing an order with us, you agree to and accept these terms and conditions, as well as our privacy policy and the terms of website use.

## How to place an order

1. You can use our website to place an order by selecting a product you wish to buy, and adding it to your basket. Items you do not require can be removed from your basket at any time. If you prefer to order by telephone you can request a call back by leaving a message in our office: 01522681334.
2. Carriage charges will be shown prior to you placing your order.
3. You will be required to pay for the goods in full at the time of ordering.
4. We use secure payment facilities for online purchases. You can pay for your order using Paypal, Visa, Mastercard, or Delta/Connect.
5. Promotional prices only apply during the period stated.
6. All prices quoted on our website are in UK pounds and include Value Added Tax at the current rate.
7. Once your order has been confirmed, changes may not be possible or may incur additional charges or delays.
8. Once your order is complete, we will notify you of a dispatch date.

## Delivery & carriage charges

1. Goods will normally be dispatched from our office within 11-14 working days and any estimated dispatch date is an estimate, which can change without notice.
2. We will normally deliver goods within 2-3 working days of dispatch.
3. Your order may arrive in more than one delivery.
4. Our goods are delivered by Royal Mail, and so will only be made to mainland UK addresses.
5. We will deliver the goods to the delivery address that you specify when making your order, which will usually be during working hours (9am - 5pm). We will not take responsibility for lost, damaged or stolen goods if you instruct the delivery company to leave them unattended.
6. Disposal of packing materials is your responsibility.

7. You cannot change the delivery address once the goods have been dispatched.
8. Please check the goods on delivery – any goods found to be missing or damaged should be reported to the delivery driver upon receipt of the goods, and to us within a reasonable period of time.
9. If the goods are lost in transit, please let us know promptly.
10. You should let us know about any special requirements or conditions when making your order.
11. Sometimes, for reasons outside of our control, we may be prevented from delivering your goods. These might include things such as: accidents, breakdowns, fire, flood, storm, severe weather, acts of God, war, riot, civil commotion, malicious damage, strikes, or the default of our suppliers. We will try to put things right as soon as possible, but we cannot be held responsible where this causes a delay or failure in delivering the goods.
12. Time is not the essence of the contract, unless stated in writing by one of our leadership team.
13. Free delivery is available on orders that exceed £250

## Cancellation and returns

1. You can cancel your contract with us within 14 days after the day of delivery. To do this you will have to email us at: [sales@ignitelincoln.co.uk](mailto:sales@ignitelincoln.co.uk) and provide your name, address, date of order, and order details. We are unable to accept cancellations by phone.
2. You do not have to give us any reason for cancellation. However, a brief explanation will help us to improve our services.
3. If you cancel, you must return the goods in their original packaging within 14 days of cancellation. This will be at your own expense, and the goods will need to be returned with adequate packaging to prevent damage.
4. If you fail to return the goods, we will collect them, and we will charge you the direct cost of collection. If you fail to take reasonable care of the goods before they are returned to us, and this results in damage or deterioration, we will charge you for the reduction in value.
5. We will refund all monies paid to us by you including postage within 30 days, less any cost due under this contract.
6. Customer exempt from the distance selling regulations may not cancel an order without our mutual agreement.
7. This cancellation policy does not affect your legal rights.

## Faulty goods

1. If there is a problem with the goods, please notify us by email or in writing with the details of the problem. It is helpful if you can provide a digital photo of the problem as this normally saves you the cost of sending the goods to us for inspection. We will deal with the matter in accordance with your legal rights.
2. If an exchange is necessary it will be arranged within a reasonable period of time, and without charge. Replacement goods will not be dispatched until the damaged goods are in our possession. The cost of returning the goods to us is your responsibility. However, after the goods have been inspected, we will refund the cost of postage.
3. If an item is no longer available we will offer an alternative. However, our liability will be to replace the faulty goods only, and we are unable to guarantee an exact match. In this instance we will offer a refund.
4. Where we replace faulty goods you are responsible for their disposal if they have not been returned to us.

## **Website disclaimer for: <http://www.ignitelincoln.co.uk>**

This disclaimer details our obligations to you regarding this website. Please read this disclaimer in full before using this website. Using this website implies that you accept the terms of this disclaimer.

### **Use of website**

1. You are permitted to use this website for your own purposes and to print or download material on the website, provided that you do not modify any content without our consent. Material on this website may not be republished online or offline without our written permission.
2. The copyright or intellectual property contained in this website is owned by Ignite Elim Church and must not be reproduced without our prior consent.

### **Visitor conduct**

1. With the exception of personally identifiable information, any material you send or post to this website shall be considered non-proprietary and not confidential. Unless you advise us to the contrary we will be free to copy, disclose, distribute, incorporate or otherwise use such material for any and all purposes.
2. When using this website you shall not post or send to or from this website any material for which you have not obtained all necessary consents, that is discriminatory, obscene, pornographic, defamatory, liable to incite racial hatred, in breach of confidentiality or privacy, which may cause annoyance or inconvenience to others, which encourages or constitutes conduct that would be deemed a criminal offense, give rise to civil liability, or otherwise in contrary to the law in the United Kingdom.

## Site uptime

1. We take all reasonable steps to ensure that this website is available 24 hours a day, 365 days a year. However, websites do encounter downtime due to server, and other technical issues. Therefore we will not be liable if this website is not available at anytime.

## Links to and from other websites

1. Any links to third party websites located on this website are provided for your convenience only. We have no responsibility for the content for such third party websites or their content.
2. If you would like to link to this website, you may only do so on the basis that you link to, but do not replicate, any page on this website and you do not in any way imply that we are endorsing any services or products unless it has been specifically agreed with us, and you have it in writing from one of our leadership team.
3. If you choose to link to us in breach of these terms, you will fully indemnify us for any loss or damaged suffered as a result of your actions.

## Exclusion of liability

1. We take all reasonable steps to ensure that the information on this website is correct. However, we do not guarantee the correctness or completeness of material on this website. Neither we, nor any other party involved in producing this website, shall be liable or responsible for any

kind of loss or damage that may result to you or a third party as a result of your, or their, use of this website.

## Data Protection

1. Ignite Elim Church collects information when you register with us or place an order for products or services. We will use this information to provide the requested services, maintain guarantee records and, if you agree, to send you marketing information. Ignite Elim Church will not share your information for marketing purposes with other companies or organisations. For more information explaining how we use your information, please see our privacy policy.

## Cookies

1. We may also store information about you using cookies (files which are sent by us to your computer or other access device), which we can access when you visit our site in future. We do this so that we can then use the knowledge gained from these cookies to tailor the experience you have, provide targeted advertising or simply collect statistics such as the number of visitors that visit the website.
2. If you want to delete any cookies that are already on your computer, please refer to the instructions for your software to locate the file or directory that stores cookies.

## Law and jurisdiction

2. This legal notice shall be governed by and construed in accordance with English law. Any dispute arising in connection with this legal notice is subject to the exclusive jurisdiction of England and Wales.