

## **CUSTOMER RESERVATION TERMS AND CONDITIONS**

### **(with effect from 1 July 2016)**

*By applying for a Reservation Folder a customer is assumed to have agreed to these Terms and Conditions (available from the store or online at [www.proudlion.co.uk](http://www.proudlion.co.uk)).*

#### **CUSTOMER DETAILS**

To set up a Reservation Folder, Proud Lion requires the Customer's contact details, including full name, address, telephone number and e-mail address.

If any of these details are found to be incorrect, Proud Lion reserves the right to terminate the Reservation Folder. It is the Customer's responsibility to keep Proud Lion apprised of any changes to their details.

#### **COMIC SUBSCRIPTIONS**

Proud Lion operates no minimum or maximum level of comics for a subscription.

However, the Customer is required to purchase reserved comics within two months. If an overdue backlog of more than two months of comics exists in the Customer's folder, the Reservation Folder will be suspended and no further titles will go aside.

Proud Lion will attempt to contact the Customer via email at this time and the existing reserved comics will be held for up to one full Calendar Month before the reservation service is cancelled and the comics are returned to the shelves.

#### **COMIC CONDITION**

All comics will be sold in "New" condition, but "Mint" condition cannot be guaranteed for any items. Reserved comics which are in New condition may not be returned or refused on the grounds of quality.

#### **MAGAZINE SUBSCRIPTIONS**

Proud Lion operates no minimum or maximum level of magazines for a subscription.

However, the Customer is required to purchase reserved magazines within four weeks of a magazine's publication. If when the new issue is published, a issue of the same magazine title exists in the Customer's folder, the Reservation Folder will be suspended and no further titles will go aside.

Proud Lion will attempt to contact the Customer at this time and the existing reserved magazines will be held for two weeks before the reservation service is cancelled and the magazines are returned to the shelves.

#### **GRAPHIC NOVEL SUBSCRIPTIONS**

Proud Lion operates no minimum or maximum level of graphic novels for a subscription.

However, the Customer is required to purchase reserved graphic novels within two months of a graphic novel's publication.

If a graphic novel has been in a Reservation Folder for two months, Proud Lion will attempt to contact the Customer and the reserved graphic novel will be held for one full Calendar Month before the reservation service is cancelled and the graphic novel is returned to the shelves.

## **DEPOSIT**

Customers are required to pay a refundable Deposit of £10 when they set up a Reservation Folder with Proud Lion. These funds will be held by Proud Lion and returned to the customer if they properly cancel their Reservation Folder by giving notice of a full Calendar Month (see CUSTOMER'S RESPONSIBILITY).

## **MAXIMUM VALUE**

Customers are not required to pass a credit check or leave debit/credit card details to open a Reservation Folder. However, Proud Lion does place a limit on the total value of comics, magazines and graphic novels the Customer can have in their Reservation Folder at any one time. This limit is currently set at £50.00. If the total value goes over £50.00, the Customer will be contacted and no further comics, magazines and graphic novels will go aside until the existing backlog is cleared.

After a year, Proud Lion may grant the Customer an extension to a £100.00 limit. This is at the Manager's discretion and subject to an additional Deposit top-up of a further £10.

## **HIGH VALUE ITEMS**

If the Customer orders an expensive item, Proud Lion may choose to charge a 25% non-refundable deposit at Manager's discretion. This will be assessed on a case-by-case basis. This deposit will be refunded if the item cannot be supplied.

Proud Lion may also choose to charge a 25% non-refundable deposit on any item ordered by the Customer if they have previously failed to purchase items ordered.

## **CUSTOMER'S RESPONSIBILITY**

It is the Customer's responsibility to ensure that the Reservation Folder is properly maintained and doesn't default. Proud Lion will contact the Customer at certain points when a Reservation Folder becomes overdue. However, Proud Lion will not contact the Customer whenever a new item is placed within the folder.

If the Customer wishes to cancel a title, they will still be required to purchase all outstanding issues of that title within their folder, as well as any new issues released within one Calendar Month of cancelling. One month's notice will be required to make any changes to the Reservation Folder unless otherwise noted.

If the Customer wishes to completely cancel their Reservation Folder, notice of a full Calendar Month will be required and all outstanding titles within the Reservation Folder, as well as any new issues released within one Calendar Month, will need to be collected. Failure to do so will result in the Customer forfeiting their Deposit.

## **MONTHLY DRAW**

Reservation Service customers will receive one entry into a monthly draw to win a £25 gift voucher for use in the Proud Lion store or at [www.proudlion.co.uk](http://www.proudlion.co.uk). No customer can win this draw more than once every three months. Only customers who are not overdue on their Reservation Folder and have an active comic book subscription (not graphic novels, magazines or other products) are eligible for entry into the draw. Eligibility will be determined on the final Monday of the calendar month. The draw will take place on or after the final Monday of the calendar month. Winners will be notified and receive their gift voucher via email. The first name and surname initial for the winner will be published on the Proud Lion blog each month for promotional purposes (i.e. John S). We reserve the right to withdraw the monthly draw offer at any time.

## **PRIVACY POLICY**

Proud Lion will not disclose the Customer's information to third parties. The Customer can

request a copy of the information Proud Lion holds about them by putting the request in writing.

### **RIGHT TO REFUSE**

Proud Lion reserves the right to refuse the Customer's application for a Reservation Folder.

The Customer's Reservation Folder may be cancelled at any time without notification. Customers who have defaulted on a previous Reservation Folder will not be allowed to open a new Reservation Folder, except at Manager's discretion.