

Terms of Sale

Please read these Terms and Conditions carefully. They apply to all users of the SOP International LTD Online Store and to all business carried out by us. By using this website and/or placing an order, you are deemed to accept that these Terms and Conditions apply to you.

This does not affect your statutory rights as a consumer.

We reserve the right to change these terms and conditions at any time. Any such changes will take effect immediately when posted on the website. It is your responsibility to read the terms and conditions each time you order goods via the website and your continued use of the website shall signify your acceptance to be bound by the latest posted terms and conditions.

Definitions

In these Terms and Conditions

“we”, “us” or “our” means SOP International LTD

“you” and “your” means the person or party using the SOP International LTD

the “SOP International online store” or “web site” means www.sopinternational.com operated by us.

Contract

You must be 18 years old or over in order to contract with us.

You shall select the goods you wish to purchase from the website and be able to view these selected goods in the shopping cart function of the website. At this stage, you can view the goods you have selected, check your selection, and make any necessary amendments to it. It is your responsibility to check the order carefully. You shall be liable for goods ordered regardless of any input errors.

Once you have selected all of the goods you wish to purchase from the website, then you should continue by clicking "Checkout". You can then either log in to retrieve your details or enter your address details for the purposes of this order.

Once you are happy with the payment details you have entered for the goods you wish to purchase from the website, you are then asked to select delivery options, then click "Confirm Order" to confirm your order details and delivery address. You then click "Complete Order" you are advised the order reference number, then click "Complete Order" again and secure payment details will be requested.

On receipt of a request for goods we shall send an automated response e-mail to you as an order confirmation acknowledgement of the request ("Acknowledgement"). This Acknowledgement does not indicate acceptance of your order by us simply that we have received it.

Following production of the Acknowledgement, we shall process the order and the order shall be accepted by us sending you a second email detailing the goods and delivery provisions (the "Acceptance").

Once the order has been submitted to us by you, you cannot view the order's status online. You should, therefore, print a copy of the e-mail containing the Acceptance for future reference. Once

the order has been submitted to us, you cannot amend or cancel the order without our prior written consent.

We can amend or cancel an order up to Acceptance of the order. In addition, we shall be entitled to reject any order which is made electronically if the order does not contain all the product, delivery and payment information required or if such information is not provided in the correct format.

Notwithstanding the foregoing, we reserve the right to refuse any order.

The Sale Of Alcohol

It is an offence to purchase or attempt to purchase alcohol and if you are under the age of 18 (Section 149 Licensing Act 2003). As proof of age, the purchase of these items will only be accepted when paid for by credit card. If a debit card is used, we will contact you prior to despatch of the order.

Prices and Availability

The prices of goods shown on the website are exclusive of any VAT which may apply and exclusive of delivery charges. We reserve the right to change prices or to withdraw products at any time prior to despatch. We will use our reasonable endeavours to ensure that all products are available. However, products are displayed on this website subject to availability.

The pricing structure on the website is managed independently to each of our four stores. For accurate pricing and stock availability please contact the store directly.

Products

All pictures of products are not shown to scale and are for information only.

All information concerning products is provided by us in good faith and so far as the applicable law permits, we do not accept responsibility or give any warranty for the accuracy of such information.

Certain products such as alcohol may only be sold to persons who are 18 years old or older and may only be purchased by credit card. If you purchase such items, you make a representation to us that you are at least 18 years old and we rely upon the same.

Payment and Title

We do not accept payment by cash, cheque or postal order. Payment must be made with one of the following debit or credit cards: Visa and Mastercard. Certain products with age restrictions such as alcohol may only be paid for by credit card.

During checkout, you authorise payment via Shopify - Online Payment Processing payment facility. Payment is not taken at this time. Payment will usually be taken on the same day or on the day following receipt of your order after your order has been checked.

Ownership of the goods shall only pass to you on delivery of the goods. Risk shall pass to you (so that you are then responsible for all loss or deterioration of the goods or for any damage occurring) upon delivery.

Dispatch

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Orders received after 11a.m. will normally be dispatched within 4-5 working days provided that we have collected payment. Our working days are Monday to Friday excluding Bank Holidays and an order after 11 a.m. on a Friday will not be processed until at least the following Monday.

While we make every effort to deliver the goods in accordance with stated delivery dates you should note that we do not guarantee the time or date of dispatch.

Delivery Charge and Delivery

You are responsible for the accuracy of the delivery information provided by you, for ensuring that someone over the age of 18 is available at the delivery address to sign a receipt for the goods or for the collection of the goods from our carrier's nearest depot. You may specify a delivery address other than your home address. Please note that for security reasons, certain education establishments restrict the area on campus that multi-drop carriers are allowed to enter.

The goods will be deemed to have been delivered in accordance with our obligations if they are delivered to the specified address or a security area and a receipt is signed by someone at the said address or security area. Delivery will also occur if you collect the goods from our carrier and sign for them. The said signatures will be conclusive evidence of delivery for the purpose of the contract.

The delivery charge specified during Checkout includes the cost of any packaging. Delivery schedules are shown in working days excluding Saturday and Sunday unless a Saturday delivery is specified by you and accepted by us.

We do not guarantee that all delivery services are available to all parts of the United Kingdom and we do not provide delivery outside the United Kingdom except by special arrangement. Delivery times are given for guidance only and we are not responsible for delays caused by matters beyond our reasonable control.

If you fail to accept delivery of or fail to collect the goods within a reasonable time, we reserve the right to recover any wasted delivery and re-delivery charges from you or from the payment that you have already made in respect of the goods.

Delivery Lead Time

We have a delivery lead time of 4 to 7 working days. Delivery schedules are shown in working days excluding bank holidays, Saturday, and Sunday unless a Saturday delivery is specified by you and accepted by us. Please free to contact us at (SOP International Ltd, Grafton House, Third Avenue, Harlow, CM19 5AW, United Kingdom. Our stores are open 7am-5pm Mon-Fri. Tel: 01279 969 888), if you require further assistance.

Our stores provide a Click & Collect service with safe contactless collection. These measures protect both our colleagues and customers, and we ask all customers to kindly respect these safety measures when collecting their order.

How it works:

Shop on soponlinestore.com through the website. Once finished selecting your items go to checkout and click on pick up.



Click & collect is available for collection within 24 – 48 hours. Please wait for your email to confirm your order is ready to collect in our warehouse. You do not even need to leave the safety of your vehicle. We will just put everything into your boot. Collection is only available at SOP International Ltd, Grafton House, Third Avenue, Harlow, CM19 5AW, United Kingdom. Our stores are open 7am-5pm Mon-Fri. Contact Number: 01279 969 888

Product Handling

Delivery will be carried out by our approved third party haulier logistics company and will be delivered on a pallet.

Amendment of Orders

We reserve the right to cancel an order at any time if we have not received payment. You may request an amendment to an order prior to despatch by e-mailing us (online@sopinternational.com) with your Order Reference Number and your request. Your order will be placed on hold until any changes have been agreed. We reserve the right to cancel or refuse an amended order.

Cancellation of Orders and the cooling off period

If your order has been despatched but has not yet been delivered, you may cancel the order by e-mail. The goods will be returned to us by our carrier. You remain responsible for the delivery charge and this will be deducted from your payment before payment is refunded.

Once you receive delivery of the goods, you have 14 calendar days cooling off period. During this period, you may cancel all or part of your order after the goods have been delivered to you subject to the following:

E-mail us (online@sopinternational.com) with your Order Reference Number within 14 calendar days of receipt of the goods and specify the items you wish to cancel. Please use the contact form on the 'contact Us' page.

You cannot make a return without a Returns Authorization Number. A number will provide after you have submitted and specified the goods you may wish to cancel or return. You are liable for the original delivery charge and the re-delivery charge and we reserve the right to deduct these from your payment or to recover the same from you. If you do not return the goods to us after cancellation, we reserve the right to collect the goods from you and charge you direct costs of recovery. Refunds will be provided using the same payment type by which your order was made. Please allow 30 days from the date of cancellation for the refund to be issued provided that you return the goods to us within 7 days of the date of cancellation at your own cost.

All goods must be returned in their original, unopened and unused condition together with their original packaging.

Goods must be returned to us within 7 calendar days through our carrier who will contact you to make arrangements. Alternatively, you may return goods, at your cost, to us at SOP International LTD, ICON, Grafton House, Third Avenue, Harlow CM19 5AW. Tel: 01279 969 888

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We reserve the right to refuse a return or refund if you fail to comply with the above terms.

Defective Goods or Goods Damaged during Transit

If you receive goods which are defective or have been damaged during transit, please e-mail us with details (including a digital photo if possible), as soon as possible and in any event within 3 days. In the event of perishable items, you must notify us as soon as possible. We reserve the right to refuse a refund if the damage or defect is caused by you.

Set Offs and Refunds

We always aim to deliver your goods in perfect condition. If you have received an order in the last 7 days you can request a product refund if you discover that there is something wrong with the product, such as safety, quality, legality, and integrity issues. Also, a refund can be requested if the product has not met the life guarantee displayed on our website.

This can be done by simply email us at online@sopinternational.com and a member of our team will reply to your inquiry. This will allow us to prioritise your query and deal with it as quickly as possible.

Unless there is something wrong with the item, unfortunately, we cannot offer a refund for any perishable items you change your mind about after your delivery. This is because of all our products must be of satisfactory quality, fit for purpose and as described on our website.

We reserve the right to set-off any damages or costs which are recoverable from you by us by deducting the same from any refund.

Complaints Procedure

If you are dissatisfied with a product or any part of our service, please address your complaint to us in writing, by e-mail (through the online contact form) or post marked for the attention of the e-commerce department. The relevant personnel will endeavour to address your complaint efficiently and take such action as he may deem appropriate in the circumstances.

If you are not satisfied with his decision or the manner in which it was dealt with, please address your complaint to us in writing, by e-mail (through the online contact form), fax or post marked for the attention of the Managing Director who will consider your complaint and advise you of his findings and his proposed course of action.

Contracts (Rights of Third Parties) Act 1999

The Contracts (Rights of Third Parties) Act 1999 does not apply to these Terms and Conditions. These Terms and Conditions do not confer or purport to confer on any third party any rights to enforce these Terms or Conditions or to enforce your rights hereunder.

Severability

If any of these Terms and Conditions are found to be unlawful, invalid or unenforceable by a Court, the remainder of the Terms and Conditions will not be effected and will remain valid to the full extent allowed by the law.

Intellectual Property

The intellectual property rights relating to individual products remain the property of those to whom such rights belong and you will have no rights to such intellectual property.

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Law and Jurisdiction

These Terms and Conditions are governed by English law and the parties shall submit any disputes to the exclusive jurisdiction of the English Courts.

The Contract shall be concluded in the English language.

We recommend that you print out a copy of these terms and conditions for your future reference.

Our Contact Details

SOP International Ltd, Grafton House,

Third Avenue,

Harlow,

CM19 5AW,

United Kingdom.

Tel: 01279 969 888

www.soponlinestore.com

Email: online@sopinternational.com

Our stores are open 7am-5pm Mon-Fri.