



## TERMS AND CONDITIONS OF SERVICE FOR ONLINE SALES

### OVERVIEW

This website (“site”, “store”) is owned and operated by Consortio Group International Limited. Throughout the site, the terms “we”, “us” and “our” refer to Consortio Group International Limited. Consortio Group International Limited offers this website, including all information, tools and services available from this site to you, (“the user”), conditioned upon your acceptance of all terms, conditions, policies and notices stated herein.

By visiting our site and/or purchasing any product from us, you engage in our “service” and agree to be bound by the following Terms and Conditions (“Terms of Service”, “Terms”, “Conditions”), including those additional terms and conditions and policies referenced herein and/or available by hyperlink. These Terms and Conditions apply to all users of the site, including without limitation, users who are browsers, vendors, customers, merchants, and/or contributors of content.

Please read these Terms and Conditions carefully before accessing or using our website. By accessing or using any part of the site, you agree to be bound by these Terms and Conditions. If you do not agree to all the Terms and Conditions of this agreement, then you may not access the website or use any services.

Any features or tools, which are added to the store, shall also be subject to the Terms and Conditions. You can review the most current version of the Terms and Conditions at any time on this page. We reserve the right to update, change or replace any part of these Terms and Conditions by posting updates and/or changes to our website. It is your responsibility to check this page periodically for changes. Your continued use of, or access to, the site following the posting of any changes constitutes acceptance of those changes.

These Terms and Conditions, the site and our services are only available in the English language.

## 1. About us

- 1.1 WeDo Hammocks is a trading name of Consortio Group International Limited (CGI Ltd) and is registered in England and Wales with the company number 10040709. Our business is registered at 137 Deepcut Bridge Road, Deepcut, Camberley, Surrey, GU16 6SD.
- 1.2 WeDo Hammocks aims to offer the largest range of affordable, premium hammocks, hanging chairs and associated products of all variations at the best value within the UK online market. We trade both domestically and internationally.

## 2. Communication

- 2.1 Our customer services team can be contacted by numerous means as listed in priority order depending on urgency:
  - 2.1.1 Telephone within UK: 0800 0869454
  - 2.1.2 Telephone international: 0044 (0) 800 0869454
  - 2.1.3 Direct chat: icon found at the bottom right hand side of site
  - 2.1.4 Email: [sales@wedohammocks.co.uk](mailto:sales@wedohammocks.co.uk)
  - 2.1.5 Online form: found here
  - 2.1.6 Letter: sent to the address found at paragraph 1.1

## 3. Use of our site

- 3.1 By agreeing to these Terms and Conditions, you declare that you are a minimum of 18 years of age.
- 3.2 You may not use our products for any illegal or unauthorised purpose, nor may you, in the use of the Service, violate any laws (including, but not limited to copyright laws).
- 3.3 Permission is to be sought from us for the use of any images or content displayed on our store.

3.4 You must not transmit any worms or viruses or any code of a destructive nature.

3.5 A breach or violation of any of the Terms and Conditions will result in an immediate termination of your Services and/or legal action being raised against you.

#### 4. General conditions

4.1 We reserve the right to refuse our products and/or services to anyone for any reason at any time.

4.2 You understand that your content (not including credit card information), may be transferred unencrypted and involve (a) transmissions over various networks; and (b) changes to conform and adapt to technical requirements of connecting networks or devices. Credit card information is always encrypted during transfer over networks.

4.3 You agree not to reproduce, duplicate, copy, sell, re-sell or exploit any portion of the Service, use of the Service, or access to the Service or any contact on the website through which the service is provided, without expressed written permission by us.

#### 5. Accuracy of information

5.1 Whilst every effort is made to ensure complete accuracy and provide as much information about any product as possible, we are not responsible if information made available on our site is not accurate, complete or current. The material on this site is provided for general information only and should not be relied upon or used as the sole basis for making decisions without consulting primary, more accurate, more complete or more timely sources of information. Any reliance on the material on this site is at your own risk.

5.2 This site may contain certain historical information. Historical information may not be current and is provided for your reference only. We reserve the right to modify the contents of this site at any time, but we have no obligation to update any information on our site. You agree that it is your responsibility to monitor changes to our site accordingly.

## 6. Modifications to products, services and prices

- 6.1 Prices for our products and/or services are subject to change without notice.
- 6.2 We reserve the right at any time to modify or discontinue any product and/or service (or any part or content thereof) without notice at any time.
- 6.3 We shall not be liable to you or to any third-party for any modification, price change, suspension or discontinuance of any product and/or service offered by us.

## 7. Products and services

- 7.1 Certain products or services may be available exclusively online through our store. These products and/or services may have limited quantities and are subject to return or exchange only according to our Returns Policy.
- 7.2 We have made every effort to display as accurately as possible the colours and images of our products that appear at the store. We cannot guarantee that your computer monitor's display of any image and/or colour will be accurate.
- 7.3 We reserve the right, but are not obligated, to limit the sales of our products and/or services to any person, geographic region or country. We may exercise this right on a case-by-case basis. We reserve the right to limit the quantities of any products, discounts, special offers or services that we offer.
- 7.4 We do not warrant that the quality of any products, services, information, or other material purchased or obtained by you will meet your expectations, or that any errors in the Service will be corrected.

## 8. Invoice and account information

- 8.1 We reserve the right to refuse any order placed with us. We may, at our sole discretion, limit or cancel quantities purchased per person, per household or per order. These restrictions may include orders placed by/or under the same customer account, the same credit card, and/or orders that use the same billing and/or shipping address.

- 8.2 We reserve the right to limit or prohibit orders that, in our sole judgment, appear to be placed by dealers, re-sellers or distributors without our permission.
- 8.3 You agree to provide current, complete and accurate purchase and account information for all purchases made on our store. You agree to promptly update your account and other information, including your email address and credit card numbers and expiration dates, so that we can complete your transactions and contact you as needed.
- 8.4 In the event that we make a change to, or cancel an order, we will attempt to notify you by contacting the e-mail and/or billing address and/or phone number provided at the time the order was made.
9. Optional online tools
- 9.1 We may provide you with access to our own calculators and/or other tools/guides in order to assist and enhance your shopping experience. You may not reproduce, duplicate, copy, sell, re-sell or exploit any features or tools/guides available on our store without our permission.
- 9.2 We may provide you with access, or refer you to third-party calculators and/or tools over which we neither monitor, nor have any control over. You acknowledge and agree that we provide access to such tools "as is" and "as available" without any warranties, representations or conditions of any kind and without any endorsement. We shall have no liability whatsoever arising from or relating to your use of optional third-party tools.
- 9.3 Any use by you of optional tools offered through the site is entirely at your own risk and discretion and you should ensure that you are familiar with and approve of the terms on which tools are provided by the relevant third-party provider(s).
- 9.4 We may also, in the future, offer new services and/or features through the website (including, the release of new tools and resources). Such new features and/or services shall also be subject to these Terms and Conditions.

## 10. Third party links

- 10.1 Certain content, products and services available on our store may include materials, products and/or services from a third-party.
- 10.2 Third-party links on our store may direct you to third-party websites that are not affiliated with us. We are not responsible for examining or evaluating the content or accuracy and we do not warrant and will not have any liability or responsibility for any third-party materials or websites, or for any other materials, products, or services of third-parties.
- 10.3 We are not liable for any harm or damages related to the purchase or use of goods, services, resources, content, or any other transactions made in connection with any third-party websites. Please review carefully the third-party's policies and practices and make sure you understand them before you engage in any transaction. Complaints, claims, concerns, or questions regarding third-party products should be directed to the third-party.

## 11. User comments, feedback and other submissions

- 11.1 If, at our request, you send certain specific submissions (for example contest entries) or without a request from us you send creative ideas, suggestions, proposals, plans, or other materials, whether online, by email, by postal mail, or otherwise (collectively, 'comments'), you agree that we may, at any time, without restriction, edit, copy, publish, distribute, translate and otherwise use in any medium any comments that you forward to us. We are and shall be under no obligation (1) to maintain any comments in confidence; (2) to pay compensation for any comments; or (3) to respond to any comments.
- 11.2 We may, but have no obligation to, monitor, edit or remove content from our/any site and/or other social media sites that we determine in our sole discretion are unlawful, offensive, threatening, slanderous, defamatory, pornographic, obscene or otherwise objectionable or violates any party's intellectual property or these Terms and Conditions.
- 11.3 You agree that your comments will not violate any right of any third-party, including copyright, trademark, privacy, personality or other personal or

proprietary right. You further agree that your comments will not contain libellous or otherwise unlawful, abusive or obscene material, or contain any computer virus or other malware that could in any way affect the operation our and/or any third party's website.

- 11.4 You may not use a false e-mail address, pretend to be someone other than yourself, or otherwise mislead us or third-parties as to the origin of any comments. You are solely responsible for any comments you make and their accuracy. We take no responsibility and assume no liability for any comments posted by you or any third-party.
- 11.5 You agree that we may use any feedback, comments and/or extracts from emails, or by any other means, as online testimonials of our products or services.

## 12. Personal information

- 12.1 Your submission of personal information on the store is General Data Protection Regulations compliant and governed by our Privacy Policy.

## 13. Errors, inaccuracies and omissions

- 13.1 Occasionally there may be information on our site that contains typographical errors, inaccuracies or omissions that may relate to product descriptions, pricing, promotions, offers, product shipping charges, transit times and availability. We reserve the right to correct any errors, inaccuracies or omissions, and to change or update information or cancel orders if any information in the Service or on any related website is inaccurate at any time without prior notice (including after you have submitted an order).
- 13.2 We undertake no obligation to update, amend or clarify information on our site or on any related website, including without limitation, pricing information, except as required by law. No specified update or refresh date applied on our site or on any related website, should be taken to indicate that all information on our site or on any related website has been modified or updated.

## 14. Prohibited uses

- 14.1 In addition to other prohibitions as set forth in the Terms and Conditions, you are prohibited from using the site or its content:

- 14.1.1 for any unlawful purpose.
  - 14.1.2 to solicit others to perform or participate in any unlawful acts.
  - 14.1.3 to violate any local, domestic or international regulations, rules or laws.
  - 14.1.4 to infringe upon or violate our intellectual property rights or the intellectual property rights of other third party.
  - 14.1.5 to harass, abuse, insult, harm, defame, slander, disparage, intimidate, or discriminate based on gender, sexual orientation, religion, ethnicity, race, age, national origin, or disability.
  - 14.1.6 to submit false or misleading information.
  - 14.1.7 to upload or transmit viruses or any other type of malicious code that will or may be used in any way that will affect the functionality or operation of the Service or of any related website, other websites, or the Internet.
  - 14.1.8 to collect or track the personal information of others.
  - 14.1.9 to spam, phish, pharm, pretext, spider, crawl, or scrape.
  - 14.1.10 for any obscene or immoral purpose.
  - 14.1.11 to interfere with, or circumvent the security features of the site or any related website, other websites, or the Internet.
- 14.2 We reserve the right to terminate your use of the site or any related website for violating any of the prohibited uses.
15. Disclaimer or warranties; limitations of liability
- 15.1 We do not guarantee, represent or warrant that your use of our service will be uninterrupted, timely or error-free.
  - 15.2 We do not guarantee that the results that may be obtained from the use of the site will be accurate or reliable.
  - 15.3 You agree that from time to time we may remove the site for indefinite periods of time or cancel our site and/or services at any time, without notice to you.



15.4 In no case shall WeDo Hammocks (Consortio Group International Limited), our directors, officers, employees, affiliates, agents, contractors, interns, suppliers, service providers or licensors be liable for any injury, loss, claim, or any direct, indirect, incidental, punitive, special, or consequential damages of any kind, including, without limitation lost profits, lost revenue, lost savings, loss of data, replacement costs, or any similar damages, whether based in contract, tort (including negligence), strict liability or otherwise, arising from your use of any of the products or services procured using the site, or for any other claim related in any way to your use of the service or any product, including, but not limited to, any errors or omissions in any content, or any loss or damage of any kind incurred as a result of the use of the service or any content (or product) posted, transmitted, or otherwise made available via the service, even if advised of their possibility.

## 16. Indemnification and severability

16.1 You agree to indemnify, defend and hold harmless WeDo Hammocks (Consortio Group International Limited) and our parent, subsidiaries, affiliates, partners, officers, directors, agents, contractors, licensors, service providers, subcontractors, suppliers, interns and employees, harmless from any claim or demand, including legal fees, made by any third-party, due to, or arising from, your breach of these Terms and Conditions or the documents they incorporate by reference, or your violation of any law or the rights of a third-party.

16.2 In the event that any provision of these Terms and Conditions is determined to be unlawful, void or unenforceable, such provision shall nonetheless be enforceable to the fullest extent permitted by applicable law, and the unenforceable portion shall be deemed to be severed from these Terms and Conditions, such determination shall not affect the validity and enforceability of any other remaining provisions.

## 17. Termination

17.1 The obligations and liabilities of the parties incurred prior to the termination date shall survive the termination of this agreement for all purposes.

17.2 These Terms and Conditions are effective unless and until terminated by either you or us. You may terminate these Terms and Conditions at any

time by notifying us that you no longer wish to use our services, or when you cease using our site.

17.3 If in our sole judgment you fail, or we suspect that you have failed, to comply with any term or provision of these Terms and Conditions, we also may terminate this agreement at any time without notice and you will remain liable for all amounts due up to and including the date of termination; and/or accordingly may deny you access to our store (or any part thereof).

## 18. Entire agreement

18.1 The failure of us to exercise or enforce any right or provision of these Terms and Conditions shall not constitute a waiver of such right or provision.

18.2 These Terms and Conditions and any policies or operating rules posted by us on this site or in respect to the service constitutes the entire agreement and understanding between you and us and govern your use of our store and/or services, superseding any prior or contemporaneous agreements, communications and proposals, whether oral or written, between you and us (including, but not limited to, any prior versions of the Terms and Conditions).

18.3 Any ambiguities in the interpretation of these Terms and Conditions shall not be construed against the drafting party.

## 19. Governing law

19.1 These Terms and Conditions and any separate agreements whereby we provide you Services shall be governed by and construed in accordance with the laws of the United Kingdom.

## 20. Changes to the Terms and Conditions

20.1 You can review the most current version of the Terms and Conditions of Service at any time on this page.

20.2 We reserve the right, at our sole discretion, to update, change, or replace any part of these Terms and Conditions by posting updates and changes to our website. It is your responsibility to check our website periodically for changes. Your continued use of, or access to our website, including placing

orders, following the posting of any changes to these Terms and Conditions constitutes acceptance of those changes.

21. The order process and what constitutes a contract between you and us.
  - 21.1 When browsing our online store, add the product(s) you wish to purchase to the shopping basket, which can be reviewed and amended at any time.
  - 21.2 To place an order online, click your shopping basket and following the checkout instructions. Provide as much information as possible, including telephone number and email address, which are required in order to keep you informed of the status of your purchase. You will be asked to confirm you have read and understood our Terms and Conditions.
  - 21.3 To place an order verbally, contact is via the telephone numbers listed at clause 2 and we will assist you accordingly.
  - 21.3 Once you have placed your order, we will send you an email confirming receipt of your order and/or contact you by telephone for verbal orders.
  - 21.4 Depending on the courier, when your order has been selected and dispatched we will send a further email or contact you by telephone confirming your order has been shipped. A contract between you and us is formed when we have sent an email and/or contacted you by telephone confirmation that your order has been received.
  - 21.5 In the unlikely event we are unable to fulfil your order, we will contact you by email and/or telephone at the earliest opportunity. We will inform you of the reason for cancellation and may offer you an alternative. Although uncommon, examples of cancellations are:
    - 21.5.1 product out of stock.
    - 21.5.2 unable to satisfy a required delivery date.
    - 21.5.3 store product description is incorrect.
    - 21.5.4 non-compliance with our terms and conditions of service.

## 22. Products prices and Value Promise.

- 22.1 All product prices are as listed on our store at the point of purchase. Although we take every care to ensure our prices are always correct we acknowledge that occasionally errors can occur. As such, we reserve the right to amend our prices without notice. Any pricing changes will not affect your order. If we have reduced our prices following your order, you may redeem any difference in accordance with our Value Promise found at clause 22.2 of these Terms and Conditions.
- 22.2 All prices listed on our store are inclusive of UK VAT and UK delivery. We do trade internationally, therefore please contact us if you reside outside of the UK and we will advise you accordingly.
- 22.3 In order to ensure we offer you the best value for money, we offer a Value Promise that offers you the opportunity to find a cheaper product anywhere else and we will beat that price. This offer is available for up to 30 days from the date of purchase and subject to the following conditions:
- 22.3.1 you must purchase the product from our store before requesting a Value Promise refund.
  - 22.3.2 the matched product must be perfectly identical in every way, including its condition and packaging (same brand, SKU, new from a supplier and not second hand from a private sale).
  - 22.3.3 competitor promotions such as sales, discounts, buy one get one free and alike are not eligible.
  - 22.3.4 the matched competitor's product must be in stock if we have available stock.
  - 22.3.5 the competitor must be an online store with no brick and mortar retail shop.
  - 22.3.6 the price match must be an authorised retailer of the product and offer at least the same value as our store as stated within our "Why Buy From Us".
  - 22.3.7 the price match must not be from a website/store that is considered discount or auction (eBay, wholesale, overstock sites etc) unless sold directly from an authorised retailer.
  - 22.3.8 any price match must include cost of the product, delivery and associated VAT.

## 23. Discounts, special offers, free gifts and competitions.

23.1 We continuously strive to offer you the best value for money and as such may offer discounts, special offers, free gifts and competitions. All such offers are as listed on our store at the point of purchase. Although we take every care to ensure our offers are always correct we acknowledge that occasionally errors can occur. As such, we reserve the right to amend our offers without notice. Any changes to our offers will not affect your order, however is subject to the following conditions:

22.3.1 delivery of any free gift may take significantly longer if we have no stock.

22.3.2 we reserve the right to purchase any free gift from a third party for the same value in order to fulfil your order if we are out of stock.

22.3.3 we are to be judged on any primary product purchased, including delivery, but not on any free gift offered. We reserve the right to remove any negative comments made in respect to our free gifts and/or you must remove such comments upon request.

22.3.4 winners of any competition receive our product in good faith and may not promote and/or post negative comments. We reserve the right to remove any negative comments made in respect to our free gifts and/or you must remove such comments upon request.

22.3.5 we reserve the right to refuse the return of any free gift and/or product provided following a competition.

## 24. Methods of payment

24.1 We accept payment via Bank Transfer, PayPal, Visa, MasterCard, and American Express.

## 25. Assembly

25.1 We accept no responsibility for the incorrect assembly of any product purchased on our store and recommend you take considerable care when assembling any item.

## 26. Manufacturer guarantee and warranty

- 26.1 All products sold by us are offered complete with a manufacturer guarantee as described within the listing and as such we are not responsible for providing or executing any such guarantee or warranty. The use of product(s) sold is at your discretion and you are responsible for the safe use of any such product purchased from our store.
- 26.2 The manufacturer/brand are to be contacted in the first instance should any guarantee and/or warranty require to be redeemed. We offer an after care customer service and will assist if you are unsuccessful in contacting the manufacturer/brand, however, we cannot be held responsible.

## 27. Cookies

- 27.1 We use cookies, which are fully described within our cookie policy.

## 28. Delivery

- 28.1 We offer free delivery on our entire range to any locations within the UK mainland and continuously strive to ensure you receive your purchase at the very earliest opportunity.
- 28.2 The speed of delivery is wholly dependant on the carrier and brand. In order to offer competitive prices, we hold low levels of stock, therefore products could be shipped directly from our suppliers from anywhere within the UK or indeed in some instances the EU.
- 28.3 In many instances, orders placed before midday and shipped the same day and delivered the following day.
- 28.4 Any information we are able to provide will depend on the carrier used regarding your delivery. Some carriers will provide: confirmation that your order is out for delivery; tracking information; confirmation of delivery. However, some do not. If in doubt, you are to contact us in accordance with our delivery policy and we will assist as required.
- 28.5 We will contact you at the earliest opportunity if we are unable to fulfil your order or deliver as requested within your special instructions.

- 28.6 You agree we are not responsible for distribution and cannot be held liable for any delays whilst the consignment is in transit; you may not to leave any negative reviews on any platform regarding delivery.
- 28.7 You agree that whilst we will attempt to have orders delivered on a specific date, we cannot provide any guarantees and as such are not liable for if your order is not delivered on the date requested; you may not to leave any negative reviews on any platform regarding a lack of delivery on any specific date.
- 28.9 We can arrange delivery worldwide in accordance with our delivery policy.

## 29. Cancellations

- 29.1 You agree to contact us immediately if you would like to cancel your order and we agree to provide you with a full refund. Cancellations received for 365 days after dispatch will be treated as a return in accordance with our returns policy.

## 30. Damages

- 30.1 You agree to: inspect the goods closely at the very earliest opportunity following receipt; report any defects or damages within 24 hours; keep the original packaging; take photographic evidence of any damaged item and provide them upon request. We agree to assist with the return or replacement in accordance with your wishes.

## 31. Returns

- 31.1 In addition to your legal rights, we also allow you to return goods if you simply change your mind for any reason within 365 days from purchase with the following conditions:

31.1.1 you agree to be responsible for all costs associated with any return, including insurance and proof of delivery, which is strongly recommended to protect yourself against any loss/damage in transit.

31.1.2 you agree all returns must be securely packed in its original packaging and remains your responsibility until arrival at the returns address provided by us.

31.1.3 you agree any damage that occurs during transportation of the return is your responsibility and may result in a reduction of the amount refunded.

31.1.4 we reserve the right to refuse the return of any free gift and/or product provided following a competition or similar event.

31.1.5 you agree that if a product is opened and/or assembled and a subsequent return is requested, you will return the product(s) to the address provided by us in order that it/they be inspected by a third party. In most cases, this is the manufacturer or supplier and a refund will not be authorised until such as an inspection has been conducted. If, following inspection, it is found that the product(s) is/are damaged and/or have been assembled, we reserve the right to deduct up to 75% of the original price as the product(s) is/are no longer considered new and cannot be sold as such. You agree that this process is beyond our control and as we cannot be held responsible for the time taken to receive a refund.

31.2 We agree to offer you an exchange, credit note or full refund following any return not subject to the conditions described at paragraph 31.1.

## 32. Disclaimer and limitations on WeDo Hammock's liability

32.1 Without prejudice to statutory rights afforded to purchasers of products, the information and materials contained in this website, including, without limitation, text, graphics, and links, are provided on an "as is" basis with no warranty, and in particular:

32.1.1 we do not represent or warrant that the information accessible via this website is accurate, complete or current, or that use of the website is free of risk of viruses or other damage. Price and availability information is subject to change without notice. Products purchased from WeDo Hammocks and related services, which are provided by us, are warranted in accordance with law, and nothing is to be taken to exclude or restrict any rights, which applicable law grants to consumers in respect of such products or services. Individual products may be the subject of additional warranties or guarantees given by their manufacturers directly.

32.2.1 WeDo Hammocks is a retailer and whilst experienced are not considered professional experts in the field of hammocks, hanging chairs or any other product offered in the store. All WeDo Hammock staff are instructed not to give any form of technical advice although general advice is acceptable. If you have a technical query it should be directed to a suitably qualified professional. You agree that any advice given by a member of WeDo Hammocks will not be relied upon without verification from a suitably qualified professional. WeDo Hammocks accepts no responsibility for any injury and/or damage caused by your reliance on any such advice.