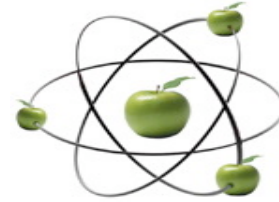


# PLANET APPLE



**Order Acceptance** We will confirm receipt of your order as soon as possible. Your order is an offer by you to purchase goods. Any email or other acknowledgement does not constitute an acceptance of your order, which will be deemed to have been accepted only when we despatch the goods you have ordered. Planet Apple reserves the right, at any time prior to acceptance, to refuse any order or any part of an order, or to require further or better information to enable it to evaluate and/or process the order. In such cases Planet Apple will not process any payment or will immediately refund any payment made, in full. No contract will be formed until you receive confirmation from us that we have accepted your order.

**Delivery** Planet Apple aims to deliver your order as soon as possible, our delivery is standard 2-4 days. The delivery of goods to you is deemed to be a separate contract for services, distinct from your contract to purchase the goods.

**Delivery** dates are approximate and no liability whatsoever is accepted in respect of late deliveries. If your order is required urgently or by a fixed date then please email [customerservices@planetapple.co.uk](mailto:customerservices@planetapple.co.uk) and we will do what we can to meet your deadline you have the option to 'upgrade delivery' should you wish to. If for any reason expected delivery will exceed 14 days from the date of receipt of order you will be informed and given the opportunity to cancel the order.

**Without prejudice** to the statutory rights afforded to consumers under English law, Planet Apple accepts no liability for any failure to ship products where this results from its inability to do so resulting from acts of God, civil commotion, riots, infrastructure failure, strikes or other industrial disputes, fire, legislation or other factors outside Planet Apple control, or its decision on reasonable grounds not to do so for reasons of suspicion of credit card fraud or similar, provided that it takes all reasonable steps to notify you within fourteen (14) days of order placement that goods will not be shipped as ordered.

In such cases Planet Apple will not process any payment or will immediately refund in full any payment made.

It is your responsibility to ensure that you order from Planet Apple in sufficient time to prevent any loss or disappointment resulting from late deliveries or non-shipment.

**Your right to cancel** UK consumers have the right under the Consumer Protection (Distance Selling) Regulations 2000 to cancel their order within a "cooling off period" which concludes 7 working days from the day after taking delivery. The right to cancel does not apply to CDs DVDs or tapes containing audio or video recordings or computer software if the consumer unseals them. Cancellation, which must include the order number and your full name and address, must either be in the form of facsimile, email or letter and be sent to our address as listed on the contact page of this site. If you cancel your order under these provisions then you will be responsible for returning the goods to us, otherwise you will be responsible for paying our costs in recovering the goods. You must make sure that the goods remain undamaged and unused and in saleable condition to be entitled to any refund. The delivery of the goods to you is a separate contract for

services and is not covered by the cooling off period; therefore any refund made will not include the costs of delivery of the goods to you.

To cancel your order under any other circumstances you must either email [returns@planetapple.co.uk](mailto:returns@planetapple.co.uk) or send a facsimile or letter to us. You will be sent a return number, and any claims that an order was cancelled will not be accepted unless a valid return number can be quoted and a completed return form is received by Planet Apple. You will be responsible for returning the goods to us in good and saleable condition. Unless you select a replacement of equivalent value or a credit against any item of higher value, we will deduct the actual costs of delivery of the goods to you and a 10% re-stocking charge from any refund to you. You agree that **if you send a return to us without a return number and completed return form we may charge you a £20 administration fee to cover the extra work involved in processing your return.**

### **Returns policy, shortages and faulty goods**

Planet Apple will cover the cost of goods and delivery charges in the case of shortages, damaged or faulty goods in accordance with our returns policy below.

**Returns** accompanied by a completed return form or other information required under our returns policy, should be sent to:

Planet Apple- Returns Department  
16 Burge Meadow  
Cotford St Luke  
Somerset  
TA4 1QN

We recommend that you gain a receipt of postage; if the goods do not arrive in saleable condition no refund will be made. You are free to use the carrier of your choice. Please ensure all original packaging and contents are returned, we strongly recommend wrapping securely and ensuring the parcel is clearly labelled with sender details in the event it doesn't reach us.

Checking deliveries for Shortages and notifying Planet Apple. You agree to examine the delivery and notify Planet Apple of any missing items within 7 days of delivery. We will not accept liability for any shortages not reported within this period.

Checking deliveries for Carrier Damage and notifying Planet Apple Carrier damage should be visible from external damage to the packaging. Carriers may not wait for you to check the items thoroughly, so if the package looks damaged then sign the paperwork with the word "damaged". You agree to open all packages and boxes and thoroughly check the goods for damage as soon as possible and notify Planet Apple of any damage within 7 days of the delivery. If we are not notified of damage within 7 days we are unable to claim from either the manufacturer or the carrier. You agree to indemnify us in full for any losses we suffer as a result of your failure to notify us within 7 days.

If someone else is signing for the goods on your behalf you agree to advise them that the goods must be checked and you accept full responsibility for any loss or damage if they sign on your behalf and fail to check. You agree to indemnify us in full for any losses we suffer as a result of you accepting goods and signing a delivery note without checking the goods for carrier damage.

**Faulty Goods** All products supplied by Planet Apple come with a 12-month retailers guarantee. We will refund the cost of the goods and the delivery charge for all faulty goods notified to us within 12 months of delivery, provided that you contact [customerservices@planetapple.co.uk](mailto:customerservices@planetapple.co.uk) to notify us of any faulty goods and to make arrangements for the return of the goods. All returns will be tested and if the item proves not to be faulty when tested then the product value will be refunded, however we will deduct the actual costs of delivery of the goods and a 10% re-stocking charge from any refund to you.

Enquiries about your order if you have received an email with a consignment number please contact the carrier directly about your order, as it is now on its way to you.

If you have any questions about your order prior to delivery please email [customerservices@planetapple.co.uk](mailto:customerservices@planetapple.co.uk) with the details including your order number, full name, address and daytime contact telephone number.

All customer service emails are responded to as quickly as possible.