

## **SHIPPING**

We aim to despatch your order within 2 working days however please allow up to 14 days for your goods to arrive. If your order does not arrive within that period please e-mail: [sales@workingwonders.tv](mailto:sales@workingwonders.tv) . Don't forget to include your order number.

## **RETURNS POLICY**

### **FAULTY GOODS**

If your DVD is faulty please return it in its original condition within 30 days of the date you received it.

Please follow the steps below to enable us to process your request for a replacement:

- On the delivery note please write clearly a full description of the fault.
- If you do not have the delivery note please send us a letter stating when you purchased the item, what payment method you used, and when it was received. Also include your name, address, telephone and email address (if available). You **must** include your order number.
- Package the item and relevant paperwork carefully and send it to:

Working Wonders TV Ltd  
Rose Cottage  
Humshaugh  
HEXHAM  
Northumberland  
NE46 4AG  
United Kingdom

Once we have received your order and confirmed the fault we shall despatch a replacement item and refund the postage. We will notify you via telephone, post or email when we have done this.

### **CANCELLING AN ORDER**

If you are unhappy with your purchase you can cancel at any time up to seven working days after you receive your order as long as the outer wrapping and security seals have not been broken.

If you do wish to cancel your order please follow the steps below:

- Contact Working Wonders TV either via e-mail or letter about your cancellation and your reason.
- If you have already received your order please package it up securely and send it back with its delivery note.

- Once we have received your order we shall refund the cost of the item excluding postage. Please note that you will be responsible for the costs of returning the goods to us unless we delivered the item to you in error, or it is faulty.
- We will notify you via telephone, post or email when we have processed your refund.

N.B. If the delivery slip is not available please write a note clearly stating when you purchased the item, when it was delivered, your contact details and your order number.

## **PRIVACY POLICY**

This privacy policy sets out how Working Wonders TV Ltd uses and protects any information that you give Working Wonders TV Ltd when you use this website.

Working Wonders TV Ltd is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

Working Wonders TV Ltd may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from July 1<sup>st</sup> 2008.

What we collect.

We may collect the following information:

- name.
- contact information including email address, postal address and telephone number.
- demographic information such as postcode, preferences and interests.
- other information relevant to customer surveys and/or offers.

What we do with the information we gather?

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

- Internal record keeping.
- We may need to contact you about your online order.
- We may use the information to improve our products and services.
- We may periodically send promotional email about new products, special offers or other information which we think you may find interesting using the email address which you have provided.

## **Security**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

## **Links to other websites**

Our website may contain links to enable you to visit other websites of interest easily. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

## **Controlling your personal information**

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible at Working Wonders TV Ltd, Rose Cottage, Humshaugh, Hexham, Northumberland NE46 4AG or [info@workingwonders.tv](mailto:info@workingwonders.tv) . We will promptly correct any information found to be incorrect.

## **TERMS AND CONDITIONS OF WEBSITE USAGE**

If you continue to browse and use this website you are agreeing to comply with and be bound by the following terms and conditions of use, which together with our privacy policy govern Working Wonders TV Ltd's relationship with you in relation to this website.

The term Working Wonders TV Ltd or "us" or "we" refers to the owner of the website whose registered office is Rose Cottage, Humshaugh, Hexham, Northumberland NE46 4AG, United Kingdom. The term "you" refers to the user or viewer of our website.

The use of this website is subject to the following terms of use:

- The content of the pages of this website is for your general information and use only. It is subject to change without notice.
- Neither we nor any third parties provide any warranty or guarantee as to the accuracy, timeliness, performance, completeness or suitability of the information and materials found or offered on this website for any particular purpose. You acknowledge that such information and materials may contain inaccuracies or errors and we expressly exclude liability for any such inaccuracies or errors to the fullest extent permitted by law.

- Your use of any information or materials on this website is entirely at your own risk, for which we shall not be liable. It shall be your own responsibility to ensure that any products, services or information available through this website meet your specific requirements.
- This website contains material which is owned by or licensed to us. This material includes, but is not limited to, the design, layout, look, appearance and graphics. Reproduction is prohibited other than in accordance with the copyright notice, which forms part of these terms and conditions.
- All trademarks reproduced in this website, which are not the property of, or licensed to the operator, are acknowledged on the website.
- Unauthorised use of this website may give to a claim for damages and/or be a criminal offence.
- From time to time this website may also include links to other websites. These links are provided for your convenience to provide further information. They do not signify that we endorse the website(s). We have no responsibility for the content of the linked website(s).
- You may not create a link to this website from another website or document without Working Wonders TV Ltd's prior written consent.
- Every effort is made to keep the website up and running smoothly. However, Working Wonders TV Ltd takes no responsibility for and will not be liable for the website being temporarily unavailable due to technical issues beyond our control.
- Your use of this website and any dispute arising out of such use of the website is subject to the laws of England and Wales.

**Working Wonders TV Ltd, July 1<sup>st</sup> 2008**

Registered office: Rose Cottage, Humshaugh, Hexham, Northumberland NE46 4AG, United Kingdom.

U.K. Company Registration number 5436713. VAT Registration Number 859 4157 85.