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| **Terms and Conditions** By purchasing goods and/or services from Shiners Express Ltd., you enter into a legal contract with us on the following terms. These terms describe the basis for purchase by you and sale by us of the products and/or services. |

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| **Access** In order to access the website ("Site"), it will be necessary for you to have the correct hardware and for you to access the internet and pay for any services and telephony charges associated with such access. From time to time and for various reasons the Site may not be accessible, therefore we can give no guarantee that the Site will remain available for access at all times. |

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| **Prices and Service Charges** All prices and service charges quoted on this website, via e-mail, over the phone or in person, are in GBP (Pounds Sterling £) and are subject to change from time to time. However, the prices and service charges quoted at the time of service initialisation or product ordering will be those applicable for the purpose of that contract of sale and purchase (“the contract”). Prices and service charges are exclusive of value added tax (VAT) unless stated otherwise. Prices and services are subject to change but you will be notified before any changes are implemented. |

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| **Payment** Payment may be made by cheque, or on-line banking using your own banking facilities. Payment by way of cleared funds must be received within a reasonable time, not usually exceeding one week of completion of works for services, or receipt of order for products. Any goods will not be delivered until the customer's funds that have been paid to Shiners Express have cleared in full. |

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| **Product Order Notes** Please note that all transactions will be carried out in GBP (Pounds Sterling £). Once you have placed your order for products, confirmation will be sent to you via e-mail complete with Transaction and Order Reference numbers. We will not be held responsible for pricing errors due to software mal-functions, or human error. This website operates on an 'invitation to treat' basis and not as an 'offer for sale' as a result, Shiners Express Ltd reserves the right to decline orders for services, bulk or high value purchases. |

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| **Product Delivery** We aim to deliver within two working days of the order date. However this is not guaranteed and the date of delivery shall not be the essence of this contract. It is important that you provide precise address details including the post code and a telephone number that may be used by the carrier in the event that he is unable locate the delivery address. A signature maybe be required at the time of delivery as proof that delivery has been made and that goods have arrived in good order. Goods cannot be left at unoccupied premises or when a signatory is not available. We regret that we are unable to arrange for goods to be collected by our customers from our premises |

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| **Risk and Ownership** Risk of damage to or loss of the goods ordered passes to you at the time of delivery, or if you fail to take delivery, at the time we tried to deliver. Ownership of the goods passes to you only when we have successfully delivered them and received cleared payment in full. |

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| **Warranties and Liability** We warrant that the goods ordered from this website will correspond with their specification at the time of delivery and will be free from defects for a period of six months. Except in respect of death or personal injury caused by our negligence, we shall not be liable to you or anyone to whom you resell the goods for consequential damages howsoever caused. |

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| **Returns and Refunds** In accordance with the EU Distance Selling Directive, you are entitled to cancel your order at any time within 7 days of receiving your goods. The cancellation period ends on the expiry of the period of 7 working days beginning with the day after the day on which you received the goods. If you wish to cancel an order under these terms, for a full refund, first contact us and then return your products unopened within 7 days of receiving your parcel. The cost of return shall be borne by you. More info about the EU Distance Selling Directive can be found at: http://www.hmso.gov.uk/si/si2000/20002334.htm |

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| **Damaged Goods** When signing a carrier’s delivery note you are accepting the condition of the goods so please check their condition before signing. If you are not satisfied with their condition or have any complaints, please contact us |

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| **Product Description** Descriptions used in the illustrations and pictures on this site are for guidance only. Products may vary in colour and shade and such variation in no way affects the integrity of a product as to its technical capability or suitability for the purpose for which it was designed. We reserve the right to change this website and these terms at any time. |

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| **Privacy Policy** |
| **Data Protection** We are legally obliged to safeguard any information we obtain from you under current GDPR regulations. We will not use such information for any purpose other than the requirements for carrying out our normal business services to you, unless we are expressly permitted to do so by you. We will not pass such information to a third party without your express permission. We will take all reasonable care to keep all information connected with you secure but we cannot be held liable for any loss that you may suffer if a third party obtains unauthorised access to any data, including card or account details you provide when accessing or ordering product from this website unless this is solely due to our negligence. |

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| **Content** The copyright and other intellectual property rights in the materials and content (“Content”) on the website belong to us or our licensors. You may retrieve and display content from the website on a computer screen, print individual pages on paper and store such pages in electronic format on disk (but not on any server or other storage device connected to a network). Except as expressly permitted by us you are not entitled to reproduce, modify or in any other way use the Content. Should you wish to use Content otherwise than as permitted by these Terms you should apply for permission to do so by emailing us at info@shinersexpress.com |

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| **Material** In using this website you agree that you will follow our description or instructions as to how to place or otherwise post information, data, text, details, messages or other materials ("Material") on the Site. You agree that you will not place any Material on the Site that promotes violence, discrimination (based on religion, disability, nationality, sex or sexual orientation or age), unlawful activities, which is threatening, defamatory, fraudulent, obscene, lewd or harassing or which misrepresents the origin of the Material or which may contain a virus or other harmful component. We shall have the right to delete move or edit Material placed on the Site by you.  Please see the separate GDPR Policy on the site, or request a copy by e-mail to info@shinersexpress.com |