

Vegetarian Society shop – Terms and Conditions

About the shop

All income from the sale of goods goes directly to funding the Vegetarian Society's charitable work (Registered in England and Wales Charity No 259358). We process your payment and post out your order directly from our head office.

How to order

- By web: www.vegsoc.org/shop
- By phone: 0161 925 2000 (Mon-Fri, 10am-5pm)
- By post: Vegetarian Society Shop, Parkdale, Dunham Road, Altrincham, Cheshire WA14 4QG
- By fax: 0161 926 9182

Payment

We accept cheques, postal orders, cash and all credit and debit cards including: Visa, Mastercard, Discover, American Express, Maestro, and Solo. Please note that payment can only be accepted in British Sterling, from a major credit card provider or a UK bank. For online orders, payment will be taken at the point of sale. For non-internet sales, we will not charge your card until we're ready to send your order.

Delivery

We aim to deliver your order within 5 days but please allow up to 21 days during busy periods. All items within the UK are sent by UK standard postage, but Express Delivery is available should you wish. Please contact us for rates. Please be sure to indicate if the items are to be delivered to an address other than your billing address. International delivery is available, please see below for rates.

Postage & Packaging Rates

Standard United Kingdom delivery

Including Northern Ireland, Isle of Man, Isle of Wight, Channel Islands

- Up to £9.99 = £2.50
- £10-£24.99 = £3.50
- £25 or over = £4.50

Express Delivery UK

Please contact us for next day rates and to ensure that we can send it in time. Note that orders placed for express delivery on Friday will be delivered the following Monday. There are no deliveries on weekends or bank holidays.

EU and Overseas

We welcome purchases from outside of the UK. Please note that a flat rate applies for postage and packaging to send items abroad, as follows:

- EU = £9.50
- Rest of the World = £12.50

Please allow up to 21 days for delivery. Please note that payment can only be accepted in British Sterling, from a major credit card provider or a UK bank. If you are shopping from outside the UK your credit card company will convert the transaction into your own currency.

Cancellations

You have the right to cancel your order within 14 days from the day after the order is delivered.

Exchanges and Refunds

We hope that you're happy with your products, but if you aren't completely satisfied for whatever reason then please return it to us within 14 days for a refund or exchange. Please enclose a note in your package to explain why you're returning the item and what you would like us to do. We are happy to exchange items for a different size or colour so long as they have been unworn and unused and retain the original labels. Return postage is to be paid by you, unless an item is faulty or damaged in which case we will happily refund the full price of the item plus postage, or send you a replacement product at no additional cost to you. Your rights are protected under the EU Distance Selling Directive.

Gifts of merchandise

If you are buying merchandise as a gift, we are very happy to send your purchase either to yourself or directly to the recipient. If you wish it to be sent to the recipient, please include their name and address in the appropriate box at checkout. If you also indicate a date by which the item needs to arrive, we will aim to get the package out in time but cannot be held responsible for any delays outside of our 21 day delivery policy.

Enquiries about your order

If you have any queries about an order you have placed, or wish to make an enquiry before placing an order, please contact us at shop@vegsoc.org or by phone at 0161 925 2000.

Credit card security

When you place an order and pay via credit or debit card, these details are encrypted by our Payment Service Provider – IATS. For full details of the security they have in place please see our [online privacy policy](#) for links to their website.

You may notice when you reach the online form to enter your payment details that the URL address changes to Blackbaud Secure Payments. This lets you know that you have reached the secure payment page.

Privacy Policy

Please refer to our [online privacy policy](#) for full information about how the Vegetarian Society uses your contact details. This can be accessed at the bottom of any page on the website.