

VitaNovaVintage Terms & Conditions

Welcome to VitaNovaVintage, by continuing 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 VitaNovaVintage's relationship with you in relation to this website. If you disagree with any part of these terms and conditions, please do not use our website.

The term 'VitaNovaVintage' or 'us', 'our' or 'we' refers to the owner of the website. The term 'you' refers to the user or viewer of our website.

Our company registration number is 8184120.

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

Privacy

This section sets out how VitaNovaVintage uses and protects any information that you give VitaNovaVintage when you use this website.

VitaNovaVintage 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.

VitaNovaVintage 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 01 September 2012.

We may collect the following information:

- Name
- Contact information including; postal address and email address

What we do with the information we gather:

We require this information in order to supply and goods ordered. In addition we may use the information to understand your needs and provide you with a better service, and in particular for the following reasons:

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

Security:

VitaNovaVintage 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.

How we use cookies:

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

Payment Details:

VitaNovaVintage uses PayPal to manage our online payments, any payment information submitted in the payment process is managed by and subject to PayPal's [Privacy Policy](#).

Links to other websites:

Our website may contain links to other websites of interest. 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:

You may choose to restrict the collection or use of your personal information in the following ways:

- if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by emailing us at info@vitanovavintage.co.uk

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information.

You may request details of personal information which we hold about you under the Data Protection Act 1998. A small fee will be payable. If you would like a copy of the information held on you please email info@vitanovavintage.co.uk.

If you believe that any information we are holding on you is incorrect or incomplete, please email us as soon as possible, at info@vitanovavintage.co.uk, we will promptly correct any information found to be incorrect.

Website

The information contained in this website is for general information purposes only. The information is provided by VitaNovaVintage and while we endeavour to keep the information up to date and correct, we make no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability or availability with respect to the website or the information, products, services, or related graphics contained on the website for any purpose. Any reliance you place on such information is therefore strictly at your own risk.

In no event will we be liable for any loss or damage including without limitation, indirect or consequential loss or damage, or any loss or damage whatsoever arising from loss of data or profits arising out of, or in connection with, the use of this website.

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) or the views expressed within in. We have no responsibility for the nature, content and availability of the linked website(s).

Every effort is made to keep the website up and running smoothly. However, VitaNovaVintage 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, Northern Ireland, Scotland and Wales.

Copyright Notice

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If you are a copyright holder and you would like to request removal of material on this website that you believe infringes your copyright, please email us at info@vitanovavintage.co.uk.

Returns, Refunds and Complaints

Customers have the unconditional right to return goods or cancel services within a cooling off period.

In the case of goods purchased, the cooling-off ends seven working days after the day the goods have been received.

In the case of services requested, the cooling-off period ends seven working days after the day the order was made - or after written confirmation is received.

Customers must inform VitaNovaVintage in writing - by email (info@vitanovavintage.co.uk) - of their decision to cancel.

Customers money will be reimbursed as soon as possible - within a maximum period of 30 days from receipt of the returned goods, subject to the goods being in the same condition as when originally dispatched.

Customers are responsible for the postage fees for the return of unwanted goods.

Any goods made to a customer's specification are exempt from the right to cancel.

Broken or damaged goods:

This section covers damage sustained in transit. VitaNovaVintage specialises in secondhand and vintage pieces, these are not always in perfect condition. VitaNovaVintage ensures that any damage, marks are noted in the item description and customers are fully aware of the condition of any purchased items.

Items dispatched by VitaNovaVintage directly are done so with postal insurance to cover any damage sustained within transit.

In the event of damaged in transit customers money will be reimbursed as soon as possible - within a maximum period of 30 days from notification of the damage sustained. Customers may be asked to provide information of the damage to assist VitaNovaVintage in the insurance process.

For time to time, items may be dispatched by a third party on behalf of VitaNovaVintage.

Complaints:

If a customer wishes to make a complaint regarding goods, service or the conduct of VitaNovaVintage then we ask that it is done in writing via: info@vitanovavintage.co.uk.