

Terms and Conditions for On the Doorstep Advertorial Guides

For the purpose of entering into a Contract through the On the Doorstep Guides or Directory

Please read all of these terms and conditions.

As we can accept your order and make a legally enforceable agreement without further reference to you, you must read these terms and conditions to make sure they contain all that you want and nothing you are not happy with.

Application

1. These terms and conditions will apply to the purchase of the service by you (the **Customer** or **you**). We are On the Doorstep of Rainham, Kent (the **Supplier** or **us** or **we**).
2. These are the terms on which we sell all services to you. By ordering any of the Services, you agree to be bound by these Terms and Conditions. You can only purchase the Services from the Website if you are eligible to enter into a contract and are at least 18 years old.

Interpretation

3. **Consumer** means an individual acting for purposes which are wholly or mainly outside his or her trade, business, craft or profession
4. **Contract** means the legally-binding agreement between you and us for the supply of the Services
5. **Delivery Location** means the Suppliers premises or other location where the Services are to be supplied, as set out in the Order.
6. **Durable Medium** means paper or email, or any other medium that allows information to be addressed personally to the recipient, enables the recipient to store the information in a way accessible for future reference for a period that is long enough for the purpose of the information and allows the unchanged reproduction of the information stored.
7. **Services** means the Services advertised on the Website that we supply to you of the number and description as set out in the Order
8. **Order** means the Customer's order for the Services from the Supplier as submitted following the step by step process set out on the Website
9. **Privacy Policy** means the terms which set out how we will deal with confidential and personal information received by you via the Website
10. **Website** means our website www.onthedoortstep.org on which Services are advertised.

Goods

11. The description of the Services is as set out in the Website, catalogues, brochures or other form of advertisement. Any description is for illustrative purposes only and there may be small discrepancies in the Services supplied.
12. In the case of any Services made to your special requirements, it is your responsibility to ensure that any information or specification you provide is accurate.
13. All Services which appear on the Website are subject to availability.
14. We can make changes to Services as necessary to comply with any applicable law or safety requirement. We will notify you of these changes.

Personal Information

15. We retain and use all information strictly under the Privacy Policy
16. We may contact you by using e-mail or other electronic communication methods and by pre-paid post and you expressly agree to this.

Basis of Sale

17. The description of the Services on our website does not constitute a contractual offer to sell the Services. When an order has been submitted on the Website, we can reject it for any reason, although we will try to tell you the reason without delay.
18. The Order process is set out on the Website. Each step allows you to check and amend any errors before submitting the Order. It is your responsibility to check that you have used the ordering process correctly.
19. A Contract will be formed for the sale of Services ordered only when you receive an email from us confirming the Order. (**Order Confirmation**). You must ensure that the Order Confirmation is complete and accurate and inform us immediately of any errors. We are not responsible for any inaccuracies in the Order placed by you. By placing an Order you agree to us giving you confirmation of the Contract by means of an email with all information in it (ie Order Confirmation). You will receive this Order Confirmation within a reasonable time after making the Contract, but in any event not later than the delivery of any Services supplied under the Contract.
20. Any quotation is valid for a maximum period of 3 months from its date, unless we expressly withdraw it at an earlier time.
21. No variation of the Contract, whether about description of Services, Fees or otherwise, can be made after it has been entered into unless variation is agreed by the Customer and the Supplier in writing.
22. We intend that these Terms and Conditions apply only to a Contract entered into by you as a Consumer. If this is not the case, you must tell us so, so that we can provide you with a different contract with terms which are more appropriate for you and which might, in some respects, be better for you, eg by giving you rights as a business.

Price and Payment

23. The price of the Service and any additional charges are set out on the Website at the date of the Order or such other price as we may agree in writing.
24. Prices and charges include VAT at the rate applicable at the time of the Order.
25. You must pay by submitting your credit card details or debit details with your Order and we will take payment immediately or otherwise before delivery of the service. Once you have processed your Order you will have three working days to make payment.

Delivery

26. We will deliver the Services by the time or within agreed period set out in the Order Confirmation which the Contract is entered into.
27. In any case, regardless of events beyond our control, if we do not deliver Services on time, you can treat the Contract at an end if:
 - a. We have refused to deliver the Services,
 - b. After we failed to deliver on time, you have specified a later period which is appropriate to the circumstance and we have not delivered within that period.
28. If you treat the Contract end, we will promptly return payments under the Contract.
29. If you were entitled to treat the Contract at an end, but do not do so, you are prevented from cancelling the Order for any Services that have since been delivered.
30. You agree that we may deliver services in instalments as laid out within the Contract.

Withdrawal, cancellation and refunds

31. We do not accept cancellation of Orders once payment has been made you have entered into a Contract for the service to be delivered.
32. Once you enter into the contract for the opted Service no refund will be provided if you change your mind or cannot meet deadlines yourself.
33. If you feel you need to withdraw your business, please contact us in writing to laura@onthedoorstep to discuss.

Privacy

34. Your privacy is critical to us. We respect your privacy and comply with General Data Protection Regulation with regards to your personal information.
35. These Terms and Conditions should be read alongside our policies, including our Privacy Policy and Cookies Policy.

Excluding Liability

36. The Supplier does not exclude liability for: (i) loss which was not reasonably foreseeable to both parties at the time when the Contract was made

Governing law, jurisdiction and complaints

37. The Contract (including any non-contractual matters) is governed by the law of England and Wales
38. Disputed can be submitted to the jurisdiction of the courts of England and Wales or, where the Customer lives in Scotland or Northern Ireland, in the courts of respectively Scotland or Northern Ireland.
39. We try to avoid any dispute, so we deal with complaints in the following way: please submit any complaint in writing to laura@onthedoorstep.org

Attribution

40. These terms and conditions were created using a document from Rocket Lawyer (<https://rocketlawyer.com/gb/en>).

By entering into a Contract you understand you agree to these terms and conditions.