

## **Terms and conditions**

**Why is buying your planning application maps online at [www.planningapplicationmaps.co.uk](http://www.planningapplicationmaps.co.uk) safe?**

The payment area is managed by Stripe who use industry-standard Secure Sockets Layer (SSL) technology to allow for the encryption of personal information including your name, address and other critically sensitive data like your credit card details. This means that information passed between your computer and someone else cannot read on our site, even if it is intercepted.

### **What about "cookies"?**

"Cookies" are small pieces of information that are stored by your browser on your computer's hard drive. Cookies are only used to store information about your selection. Your browser must accept cookies for you to be able to use this system.

### **Financial transactions**

Stripe handle all financial transactions on behalf of [www.planningapplicationmaps.co.uk](http://www.planningapplicationmaps.co.uk) in respect of internet (online) orders for products.

### **Terms & Conditions**

No contract will be formed between you and the Bluejet Limited until Bluejet Limited actually dispatches your order to you.

### **Liability**

Bluejet Limited shall have no liability to pay any money to you by way of compensation other than to refund to you the amount paid by you for the goods in question.

Nothing in this is, however, intended to limit any rights (including statutory rights) you might have as a customer under applicable local law that may not be excluded nor in any way to exclude or limit Bluejet Limited liability to you for any death or personal injury resulting from its negligence.

### **Copyright and Trademarks**

All web site design, text, graphics, the selection and arrangement thereof and all software compilations, underlying source code, software, brand names, product names trademarks and all other material on this web site are the property of Bluejet Limited or its content and technology providers.

Permission is granted to electronically copy and to print in hard copy portions of this web site for the sole purpose of placing an order with [www.planningapplicationmaps.co.uk](http://www.planningapplicationmaps.co.uk). Any other use of materials on this web site without the written permission of Bluejet Limited is strictly prohibited.

## Returns and Withdrawal

At [www.planningapplicationmaps.co.uk](http://www.planningapplicationmaps.co.uk) we want you to be delighted every time you buy from us, so our returns policy is simple.

If for any reason you are unhappy with your purchase, just return it to us in its original condition within 30 days and we will either replace the map or issue a full refund for the price paid by you including any delivery charges paid for the original delivery of the map to you.

To return an item, please wrap it securely and give us the reason for the return so that we can improve our service. Make sure that your name, address and credit card details are listed so that we can either replace the goods or issue a credit back to your account. Send your returns to:

Bluejet Limited

44 Oakley Road, Southampton, Hampshire SO16 4LG

In addition to your right to return goods as stated above, you may withdraw your order for goods at any time up to the end of the 7th working day after the day on which you receive the goods. You do not need to give [www.planningapplicationmaps.co.uk](http://www.planningapplicationmaps.co.uk) /Bluejet Limited any reason for withdrawing your order, nor will you have to pay any penalty.

You are under a statutory duty to take reasonable care of the goods you have received, and we would consider you to have breached that duty with respect to any goods which are not returned in their original condition; which are damaged; and/or which are no longer in a saleable condition. With respect to any orders which are cancelled or goods which are returned we would therefore expect goods to be returned to us in their original condition.

Please note that any Site Centred maps ordered by you are customised and made to your specifications. An order for site centred maps may not be withdrawn and site centred maps may not be returned unless the return is a result of our error. If the return is a result of our error, we shall be happy to provide a replacement.

Please note that with respect to CDs, DVDs, software or other such products, you may not withdraw your order or return the product once the product has been taken out of the sealed packaging unless there is a fault with the item.

To withdraw your order, you must notify Bluejet Limited in writing at:

Bluejet Limited

44 Oakley Road, Southampton, Hampshire SO16 0LP

If you have received the goods before you withdraw your order, then - unless you have lost your right to withdraw for example by damaging the goods or you have ordered customised goods - you must send them back to Bluejet Limited at 2nd Avenue, Millbrook Trading Estate, Millbrook, Southampton, Hampshire SO16 0LP at your own cost and risk. Once you have notified Bluejet Limited that you are withdrawing your order, any sum debited to Bluejet Limited from your credit or debit card account will be credited back to your account as soon as possible and in any event, within 30 days of your order - PROVIDED THAT the goods in question are returned by you and received by Bluejet Limited in the condition they were in when delivered to you.

### **Law**

All disputes arising out of your use of this web site and any contracts formed as a result of such use will be subject to the jurisdiction of the Courts of England and Wales.