

BRADFORD FAMILY HISTORY SOCIETY

Terms & Conditions of Sale

Approved (6th April 2023)

The terms and conditions of Sale are set out in full below. They cover prices, ordering, payment and the dispatch of goods. They also describe our commitment to provide quality goods and to refund your payment if those goods are faulty or not what you ordered.

According to the UK Consumer Protection (Distance Selling) Regulations 2000, buyers must see the terms and conditions of sale before ordering.

Due to VAT regulations some products may not be available to EU countries outside the UK.

Who we are?

Bradford Family History Society was founded in 1982 and is an independent organisation run by volunteers who are elected at its Annual General Meeting. It is committed to promoting Family History by education, mutual assistance, demonstrations, lectures, excursions and any other means conducive to its advancement. The Society has members in the UK, Australia, Canada, New Zealand, North America and Europe.

The Society is a member of the Federation of Family History Societies (FFHS) and The Yorkshire Group of Family History Societies.

Ordering

There are three ways to order items:

1. Direct Sales (at meetings or family history fairs)
2. Mail Order
3. Via GENfair (Please see GENfair website for their terms and conditions of Sale). Note that Bradford FHS website showing products for sale will re-direct the buyer to GenFair for the purchase.

Prices

The price is shown against each product on our website, on our product leaflets and as displayed at www.genfair.co.uk. Postage is also given. There is no postage charge for direct sales.

Payment

Payment may be made in UK sterling by cheque for mail order; cash or cheque for direct sales; and by debit/credit card via GENfair (Please see GENfair website for their terms and conditions of Sale).

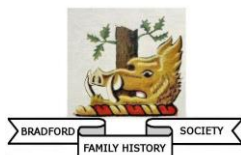
Dispatch of Goods

Downloads

Downloads will normally be available shortly after the order is complete.

DVDs / CDs / Booklets

We will normally arrange for goods to be dispatched within 10 working days of receiving your order. If for any reason the item is unavailable, you will be notified and offered the choice of an alternative item or a refund. Goods will be dispatched by Royal Mail and all items sent overseas



will be sent by air mail. Within the UK, Second Class post will be used for deliveries up to 2kg, and over 2kg dispatch maybe by Parcel Force Standard. CDs will be sent in bubble-lined envelopes.

Quality of Goods and Returns Procedures

Our aim is that all our customers will be completely satisfied with the quality of goods that they buy from us. If you are not satisfied with the quality of an item, or if an item is faulty or is not what you ordered, please contact the Publications Officer with the details.

Downloads

We will contact you to discuss the issue and agree how to resend the download or refund your payment.

DVDs/CDs/Booklets

We will let you know the address to return the item to. When you have returned it we will send a replacement or a refund of your payment, whichever you request. All goods must be returned unopened (unless faulty) and at your own expense.

UK Consumer Protection (Distance Selling) regulations 2000

In law you have a separate right of cancellation during a 'cooling off' period. If you wish to cancel for any reason other than those listed in the previous paragraph, you have seven clear working days to let us know. If you wish to cancel under this provision, please contact the Publications Officer. We will refund your payment on return of the item concerned. The right to cancel does not apply to Downloads. We also regret we cannot accept cancellations of DVDs or CDs once the item has been opened and the seal broken. The seven days start when the goods are delivered. We will let you know the address to return the items to. You must return the goods to us at your own expense and take care of the goods before returning them.

Order Chasing Enquiries

If you have not received your order within a period of time that you consider adequate (depending on your location) please contact the Publications Officer.

Complaints

Our aim is that you will be completely satisfied with our service and our goods that we sell. If you have any cause to complain please contact the Chairman.

Applicable Law

These terms and conditions, your order and payment and the delivery of the goods you order, form the basis of a contract under the law of England and Wales between you the customer and Bradford Family History Society. Your statutory rights under the law of England and Wales are not affected by these terms and conditions.

Review of Policy

Policy to be reviewed February 2025