



Terms and Conditions

By accessing this website and/or placing an order, you agree to be bound by the terms and conditions as set out below.

Care of Alpaca Wool Products

Alpaca wool products should be HAND WASHED ONLY in cool water. Duvets, Pillows and Mattress Toppers should be dry cleaned.

After washing, our Alpaca wool products should be dried flat. DO NOT TUMBLE DRY.

Returns / Guarantees Policy

Returned goods can only be accepted if the goods remain unused, in their original condition and in perfect re-saleable condition (including product packaging. When first unpacking your new purchase, please do so somewhere clean and safe - we cannot replace or make refunds for used bed products, dirty, torn or otherwise damaged goods.

On receipt and inspection of the returned goods we will (within 7 days of receipt) arrange for a refund, replacement or exchange. Cost of sending the goods to you will need to be deducted, return of the goods will be at your own expense.

Items lost in transit - we cannot be held responsible for packages that you decide to send to us that subsequently become lost in transit.

Refunds, replacement and exchange :- refunds for returned items will be processed within 7 working days of receipt of the returned item(s) by Farrlacey Mill. A refund will be made in the same form of payment that was used to make the initial purchase. Please note, in all instances Farrlacey Mill shall not be liable for incidental or consequential damages or expenses, including but not limited to lost profits or other economic or commercial losses. This warranty does not affect your statutory rights.

Complaints Procedure - Farrlacey Mill takes its relationships with customers very



seriously, and we expend a great deal of effort ensuring that we keep you happy. We aim to reply to emails within one working day of receipt, whether they are enquiries or complaints. If email is too impersonal, we encourage you to phone us on 01507 450300, where our customer support team will gladly be of assistance.

All customer feedback is welcomed.

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All Rights Reserved, any use of materials on this Web site including reproduction for purposes other than those noted above, modification, distribution, or re-publication without the prior written permission of Farrlacey Mill is strictly prohibited.

Governing Law and Contract Formation - no contract will subsist between you and Farrlacey Mill for the sale to you of any product unless and until Farrlacey Mill accepts your order by e-mail confirming that it has despatched your product. That acceptance will be deemed complete and will be deemed for all purposes to have been effectively communicated to you at the time Farrlacey Mill sends the e-mail to you (whether or not you receive that e-mail). For the avoidance of doubt, any such contract will be deemed to have been concluded in the United Kingdom. Further, any such contract will be interpreted, construed and enforced in all respects in accordance with the laws of England and you and Farrlacey Mill irrevocably submit to the non-exclusive jurisdiction of the English Courts.

Disclaimer - To the fullest extent permitted at law, Farrlacey Mill is providing this web site and its contents on an "as is" basis and makes no (and expressly disclaims all) representations or warranties of any kind, express or implied, with respect to this web site or the information, content, materials or products included in this site including, without limitation, warranties of merchantability and fitness for a particular purpose. In addition, Farrlacey Mill does not represent or warrant that the information accessible via this web site is accurate, complete or current. Price and availability information is subject to change without notice. Except as



specifically stated on this Web site, to the fullest extent permitted at law, neither Farrlacey Mill nor any of its affiliates, directors, employees or other representatives will be liable for damages arising out of or in connection with the use of this Web site or the information, content, materials or products included on this site. This is a comprehensive limitation of liability that applies to all damages of any kind, including (without limitation) compensatory, direct, indirect or consequential damages, loss of data, income or profit, loss of or damage to property and claims of third parties.

For the avoidance of doubt, Farrlacey Mill does not limit its liability for death or personal injury to the extent only that it arises as a result of the negligence of Farrlacey Mill, its affiliates, directors, employees or other representatives.

Privacy

What information we hold about you

If you have bought something from us we will have your email address, phone number and address. If you purchase from us using a credit/debit card, we will not store your credit/debit card details. If you choose to have items delivered to a third-party (such as a friend) we will have their name and address. Information is only used to help us deliver the parcels and to contact you. If you are a customer we may contact you by email to let you know of any special offers or relevant information. You may opt out of the newsletter at any time by using the opt out at the bottom of the mailing.

We maintain an order history of your purchases. This allows you and us to track your deliveries and review your past purchases. We also collect information of a general nature about how many 'hits' or visits our website gets. And we monitor the site traffic patterns; this tells us which areas of the site are being visited more than others which helps us build a more useful site in subsequent re-designs. We do not track individual users activity on our website (other than any order you may place or wish list that you may create). All other usage of our website remains anonymous.

Cookies

Our site also uses 'cookies'. Cookies are small amounts of data sent to your web browser by a web server. They cannot harm your machine in any way as they are small text files with simple information in them. You can see them as small text files inside your 'Temporary Internet Files' folder in Windows. Our cookies keep track of



the items in your shopping basket and act as place markers when you move around the site. If your web browser does not allow the use of cookies then certain parts of our website (including purchasing of products) may not work properly.

What we do with your information

In addition to processing your order, we also maintain an order history of your purchases. This allows you and us to track & review your orders. We NEVER exchange, sell or otherwise give away your email address to other companies. Your email address is used solely by us, for emailing you regarding your orders or in addition, if you choose to opt-in to our mailing list, we may occasionally send you an email detailing new product innovations, offers and discounts only open to you as a valued customer of Farrlacey Mill.

Who else sees your information

We may have to disclose some of your information to service suppliers (eg delivery companies) to help complete your order. By using our web site you consent to us using the personal information you have given Farrlacey Mill and our trusted partners for the purposes of executing your order - as outlined in this Privacy Policy.

If you are worried about anything to do with our site, please phone us on 01507 450300 and we'll be glad to talk through any issues with you.