

# Shipping and Returns Policy

Contributed by Administrator  
Monday, 12 March 2007  
Last Updated Sunday, 15 July 2007

## Shipping & Returns

These are our terms and conditions, we have tried to keep them straightforward, please email or call if you have any questions at all.

Xaltix accepts payment by Pay-Pal, this allows you to pay by a number of different credit and debit cards. We also accept credit card orders by telephone.

Your card will be charged by Pay Pal as you place the order. Goods listed are generally in stock ready for despatch or can be shipped quickly. Goods ordered before Monday normally shipped to you before the end of the week. If this is not the case we will contact you at which point we can refund the payment or if the delivery date is acceptable you can decide to wait (this could be about 3 weeks).

## Our Prices

All prices listed on the site include VAT (where appropriate), shipments will incur a postage and packing fee. This will be displayed on checkout and varies dependent on the goods ordered.

## Delivery Times

Orders shipped to UK addresses typically arrive within 7 days. Please allow 14 days before enquiring about lost or missing items.

Some items will be on back order from the United States and if a delay is apparent we will contact you, these will typically be up to 3 weeks, if you do not wish to wait for the goods then we shall refund you immediately on you conveying this to us.

Please allow additional time for your orders to arrive over the bank holiday weekends. We suggest allowing an additional 2-3 days for your packages to arrive to allow for delays within the mail.

## Cancellation

Where you have already received the goods, you may cancel your order by informing us of this in writing any time up to seven days after receiving the delivery. Goods are to be returned to us unopened together with the original invoice.

Xaltix will then refund you the purchase price of the goods. Cancelled orders should be sent to:

## Returns Dept.

Xaltix  
40 Carlton Place  
Porthcawl  
CF36 3ET

## Returns

To return a faulty item, please email stating your order reference (which can be found on the top left of the invoice under your address or in the order confirmation or dispatch email we sent to you) along with the problem experienced.

Please return the item wrapped securely to prevent damage, and include a note of the problem experienced and your original invoice.

Please send the package using Recorded (NOT Special) delivery. Provided the returned item is faulty, we are willing to refund your postage costs up to the value of £5 and replace your item. If the item is no longer obtainable, we will refund your paypal account.

We check returned items and reserve the right to return the product to you at your expense if we cannot confirm the

defect, this does not affect your right to return goods as cancelled.

**IMPORTANT** - for hygiene reasons we cannot accept ANY returns on intrusive jewellery (ie most body jewellery and earrings) or underwear or items of an intimate nature unless faulty. Please ensure the right size and type is ordered and notify us of any mistakes prior to shipping.

#### Privacy

Xaltix retains a certain level of information about our customers in order that we can process orders you place with us and provide you with a convenient service when you return to our site.

The information you provide when registering will not be sold, lent or otherwise disseminated beyond ourselves, and we make

every effort to secure any data we hold. Please contact us by email or by telephone if you wish to remove your account from our system completely. Although our restricted use of personal data exempts us from registering under the Data Protection Act 1998, we adhere to the Data Protection Principles therein which in summary require that data shall be:

1. Fairly and lawfully processed. 2. Processed for limited purposes. 3. Adequate, relevant and not excessive. 4. Accurate. 5. Not kept longer than necessary. 6. Processed in accordance with the data subject's rights. 7. Secure. 8. Not transferred to countries outside the EEA without adequate protection.

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We reserve the right to make changes to this site, disclaimers, and terms and conditions at any time.

#### Modification of Terms

Xaltix reserves the right to modify these terms at any time without prior notice. Any changes will be effective from the date of posting on the Xaltix.co.uk website.

#### Feedback

Our site is continually evolving as we try to provide a better service for our customers. We always appreciate positive or negative comments and suggestions on our site, products and service.