

SHOP TERMS AND CONDITIONS

Welcome to the Carp Society Shop. This shop is managed by the staff team at The Carp Society HQ, Horseshoe Lake, Burford Road, Lechlade GL7 3QQ

ORDER PROCESSING	
Orders received Monday – Friday before 12 midday	Will be processed the same day
Orders received after 12 midday	Will be processed the next working day *
Ordered received after 12 midday on a Friday	Will be processed on Monday *
Ordered placed on a weekend or bank holiday	Will be processed on the next working day
Working days are considered to be Monday – Friday with the exception of a bank holiday	

POSTAGE TIMELINES	
1 st Class postage	Will take approx. 1-3 working days
2 nd Class postage	Will take approx. 3-5 working days
European postage	Will take approx. 5-7 working days

RETURNS
<p>In the unlikely event that you need to return items purchased, refunds will only be accepted for the following reasons, subject to them being returned unused and in the same packaging. Items must be returned within 7 working days.</p> <ul style="list-style-type: none">• Item does not fit (can be returned for a refund and or exchanged)• Faulty or damaged item on receipt <p>Before returning any items please contact us on 01367 253959 or email sales@thecarpsociety.com</p> <p>Buyer is responsible for returning the item at their own cost; we suggest items are sent recorded delivery. The Carp Society will not be held accountable for any lost items returned.</p> <p>On receipt of your returned item we will process a refund of the item amount within 3-5 working days, refunds will be processed in the same method payment was made unless otherwise specified.</p> <p>Items must be returned or notified within 7 working days of receipt, any refunds requested after the 7th working day may not be accepted, unless otherwise agreed.</p>

DISPUTES
In the event of any disputes a query can be initially raised by emailing sales@thecarpsociety.com