

The logo for The Old Mill Collection is a dark blue rectangle with a white border. Inside the border, the words "THE OLD MILL" are written in a large, white, serif font, and the word "COLLECTION" is written in a smaller, white, serif font below it.

# THE OLD MILL COLLECTION

## **Terms and Conditions**

PLEASE READ THE FOLLOWING TERMS AND CONDITIONS OF USE CAREFULLY BEFORE USING THIS WEBSITE.

All users of this site agree that access to and use of this site are subject to the following terms and conditions and other applicable law. If you do not agree to these terms and conditions, please do not use this site. General Shipping Delivery will normally be within 3-5 working days from dispatch. Many products are made to order and will be dispatched between 5-7 working days after receipt of cleared funds.

## **Returns**

We hope you will be delighted with your purchase. Should anything not be quite right then you can contact us at [info@theoldmillcollection.co.uk](mailto:info@theoldmillcollection.co.uk), within 14 days of receipt. If you wish to return your purchase, please get in touch so we can approve your request, we cannot accept returns without prior approval. If the item is damaged in any way please contact us within 3 days of receipt. With all return requests we ask for proof of purchase and any images of any damage. We do not offer free returns. Return postage is paid by the customer.

Unfortunately, we cannot accept requests of more than 14 days from date of receipt. Please include your name and address (including postcode) inside the parcel with the reason for return stated clearly. We suggest returning parcels using recorded delivery as we can accept no responsibility for missing goods.

Once the parcel has been received, we will refund your order within 14 days of receipt, but we will not refund the postage and packaging charges incurred in returning the item to us unless it is faulty. In the case of faulty goods, we will offer a full refund, including reasonable postage costs incurred by the customer if proof of payment is provided.

Returns Address  
The Old Mill Collection  
No 9 Chestnut Road  
The Old Mill Estate  
Bradley Village  
Wrexham  
LL11 4BX

## **Limitation of Liability**

The Old Mill Collection shall not be liable for any consequential damages that result from the misuse of our products. Safe usage instructions are provided with your purchase and are also available on this site for all our products.

## **The Old Mill Collection Privacy Policy**

This Privacy Policy describes how your personal information is collected, used, and shared when you visit or make a purchase from [www.theoldmillcollection.co.uk](http://www.theoldmillcollection.co.uk) (the "Site").

### **Personal information we collect:**

#### **We collect Device Information using the following technologies:**

When you make a purchase or attempt to make a purchase through the Site, we collect certain information from you, including your name, billing address, shipping address, payment information (including credit card numbers, email address, and phone number). We refer to this information as "Order Information."

When we talk about "Personal Information" in this Privacy Policy, we are talking both about Device Information and Order Information.

### **How do we use your personal information?**

We use the Order Information that we collect generally to fulfill any orders placed through the Site (including processing your payment information, arranging for shipping, and providing you with invoices and/or order confirmations).

We use the device Information that we collect to generally to improve and optimize our Site (for example, by generating analytics about how our customers browse and interact with the Site, and to assess the success of our marketing and advertising campaigns).

We use Klaviyo email marketing platform to send emails to subscribers of our email list. Please note you will only receive marketing communications if you have opted-in.

We use Google Analytics to help us understand how our customers use the site - you can read more about how Google uses your Personal Information here: <https://www.google.com/intl/en/policies/privacy/>

You can also opt-out of Google Analytics here: <https://tools.google.com/dlpage/gaoptout>

### **Do not track**

Please note that we do not alter our Site's data collection and use practices when we see a Do Not Track signal from your browser.

## **Your rights**

You have the right to access personal information we hold about you and to ask that your personal information be corrected, updated, or deleted. If you would like to exercise this right, please contact us through the contact information below.

## **Data Retention**

When you place an order through the site, we will maintain your Order Information for our records unless and until you ask us to delete this information.

## **Safety Data Sheets & CLP Labels**

Available upon request.

## **Children**

We do not sell products or services to children. If you are under 18, you may use this site only with involvement of a parent or guardian.

## **Changes**

We may update this privacy policy from time to time to reflect, for example, changes to our practices or for other operational, legal or regulatory reasons.

## **Contact Us**

For more information about our privacy practices, if you have questions, or if you would like to make a complaint, please contact us by e-mail at [info@theoldmillcollection.co.uk](mailto:info@theoldmillcollection.co.uk) or by mail using the details provided below:

No 9 Chestnut Road, The Old Mill Estate, Bradley Village, Wrexham, LL11 4BX.