

Terms and Conditions of Sale

1. In these conditions "we", "us" and "our" refer to Wiltshire Air Ambulance Appeal No 1043628. You can write to us at WAAA, Jenner House, Langley Park, Chippenham, Wiltshire SN15 1GG or send an email to info@wiltshireairambulance.co.uk. This is also the address to write to if you have any complaints. "You" and "Your" refer to the customer who places an order with us.
2. We reserve the right not to accept any order. Once your order is accepted by us, a contract will come into force, on the terms and conditions set out here.
3. We will try to deliver your goods as soon as practicable. You should tell us as soon as possible if you do not receive your goods within 28 days of placing your order or within one week of the estimated delivery date that we give you. Please note that any dates quoted by us for delivery are estimates only.
4. When you receive the goods, you should check them as soon as possible, and let us know within 10 days of receipt if there are any problems. Please retain all packaging until you are satisfied with the goods. You will be responsible for any loss or damage to the goods which occur after they have been delivered to you.
5. We will require payment of the price for the goods in full before we dispatch them unless we agree otherwise in writing with you.
6. All the goods that we supply will remain our property until you have paid for them in full, including all delivery charges.
7. Every effort is made to ensure our prices and descriptions are accurate at the time of going to press. If an error is found or prices or products change, we will inform you as soon as possible and offer you the option of cancelling your order or reconfirming your order with the revised price or product.
8. You can cancel your order for any reason and receive a full refund at any time before you receive the goods or up to seven working days after the day you receive the goods. A working day is any day other than weekends and public holidays. To cancel your order you should write to us within that time to the address in clause 1 of these conditions.
 1. you can only exercise this right to cancel your order if the goods are still in a re-saleable condition and you have retained packaging
 2. you must return the goods to us at your own cost to the address in Clause 1
 3. you must take care to ensure the goods are not damaged in the meantime.
9. We will not be liable for any delay in delivering the goods, which is due to events or circumstances beyond our reasonable control.
10. Nothing in these conditions will limit our liability in cases of fraudulent misrepresentation, negligence causing personal injury or death or defective products causing personal injury, death or damage to property.
11. If we fail to enforce any of these conditions, that does not mean that we have waived any of our rights and we retain the right to enforce any of these conditions at any time.
12. Nothing in these conditions affects your statutory rights as a consumer. You may obtain information about your statutory rights from you local Trading Standards Department or Citizens Advice Bureau.
13. English law shall apply to these conditions.
14. The prices in this website will be reviewed on a quarterly basis.