

Delivery and Terms & Conditions

Delivery

All goods will be dispatched as swiftly as possible, and we aim to effect delivery usually within 5 working days. However, if an item is out of stock this may take a while longer, and we will notify you by e-mail if we are unable to dispatch any item within 14 days. We will also, of course, contact you as soon as possible in the event any item is unavailable.

Delivery Charges

The Heart-Fit website will only calculate delivery charges for UK Mainland addresses using our regular delivery service. For all Highland, Island and overseas deliveries we will contact you about a bespoke delivery charge once an order has been placed. Charges for our regular delivery service are outlined below. All orders placed by 10am will be dispatched within 2 working days

All delivery values are inc. VAT and based on products only.

RATE A – DVD Only – Free Delivery allow 2 - 5 working days

RATE B - £6.00 (Up to 1kg), allow 2 - 5 working days

Heart Rate Monitor, Pedometer

RATE C (Items weighing over 1kg), allow 2 - 3 working days

Order values up to £100 - £9.60

Order values up to £250 - £12.00

Order values up to £350 - £15.60

Order values over £350 - FREE Delivery

We will contact you regarding additional charges for the following areas: Channel Islands, Isle of Man, Isle of Scilly, Northern Ireland and Post Codes - HS, IV, KW, ZE and KA27-28, PA20-88, PH19-44, PH49-50, all overseas deliveries.

If you specify a location where the delivery can be left unsigned for then this is done so at your own risk, claims for loss or damages will not be entertained.

Payment

We accept payment through PayPal by Visa, MasterCard, Solo, Delta and Switch. All credit/debit card details given over the Internet to PayPal are encrypted. All personal details are securely protected in accordance with the Data Protection Act 1984.

Prices

All prices quoted on our pages are in pounds sterling (GBP) and exclude VAT at the current rate of 20%. Any orders dispatched to customers outside the EU will not be charged VAT (tax) and this will be automatically deducted before billing.

Damaged goods

In the unlikely events of goods being received, which appear obviously, damaged in transit. Especially where the packaging may be crushed. Please ask the recipient, either not to accept the parcel or to sign for it as "Damaged, unchecked" or "Damaged, unexamined". If this situation does occur. Please contact us immediately at info@heart-fit.co.uk or telephone on: 07870 466497 within 48 hours or claims will not be accepted.

Not required goods

If goods are deemed unsuitable there is a 25% re-stocking charge (assuming goods are returned in 100% condition by purchaser and can be re-sold) together with outward delivery charge. Please contact us immediately at info@heart-fit.co.uk or telephone on: 07870 466497 within 48 hours or claims will not be accepted.

Complaints Procedure

It is most important that any problem that occurs with any order placed through this service is reported to us by e-mail info@heart-fit.co.uk or telephone on 07870 466497, at the very earliest opportunity to allow us to respond as fast as possible.

We will give every attention to any problems with your order and contact you by return, as soon as the relevant information is at hand.

It is very important to state that every customer services enquiry we receive concerning any delivery made will receive our fullest attention and be resolved with our mutual agreement.

Confidentiality and Privacy Statement

Heart-Fit .co.uk is committed to safeguarding the privacy of our users while providing the highest possible quality of service. We will only use the information that we collect about you lawfully (in accordance with the Data Protection Act 1998) and according to the Which? Web Trader Code of Practice. If you have any requests concerning your personal information or any queries with regard to these practices please contact Louise Hvass, who is responsible for security on the site, on 07870 466497 or e-mail us at info@heart-fit.co.uk.

Information Collected

We collect the information you supply to us through enquiry and shopping basket checkout forms, and every time you e-mail us. We also collect information automatically about your visit to our site. The information obtained in this way, which includes browsing patterns, is only used in aggregate form, and as such cannot be used to identify you.

Use of personal information

We process personal information collected via Heart-Fit .co.uk for the purposes of:

- providing the best possible service
- processing any orders you may have made
- conducting market research surveys
- running competitions
- providing you with information about products and services we offer.

If you do not wish to receive information about our products, services or special offers, please e-mail us at info@heart-fit.co.uk.

Disclosures

We will not pass your information to any third parties, except as required for order processing. If you have any queries about our Privacy Statement you should contact us by ringing 07870 466497 or e-mail info@heart-fit.co.uk.

Heart-Fit.co.uk is committed to upholding the eight Data Protection Principles of good information handling practice.

Law Applicable

These conditions shall be governed and construed in accordance with the laws of England and all disputes arising in connection therewith shall be submitted to the jurisdiction of the courts of England and Wales.