

Privacy Policy

Frosts Photo Centre Ltd is committed to protecting your privacy. It is our policy to respect the privacy of private communication. The information you provide to us during the ordering process will only be used to complete your order and **will not** be shared with any third party unless required by law.

Paypal process our online and mobile app payments. To view Paypal's Privacy Policy, please visit their website (www.paypal.com)

We use **Fujifilm UK** to process our in store, online and mobile app services. To view Fujifilm Privacy Policy, please visit their website (www.fujifilmphotoservices.co.uk)

We use **MailChimp** to send you our newsletter, special offers and discount vouchers.

YOUR DATA IS NOT SHARED WITH ANYONE ELSE

If you choose to join our **Membership** or our **Mailing list**, you will be given the opportunity to unsubscribe by clicking the relevant link at the bottom of each email.

Like most websites, we use 'cookies' to assist your use of the service. This information will not identify you personally and is not stored alongside your personal data.

Unless requested otherwise, we may send you information, orders or promotional vouchers by post. We will never send you 'junk mail'. Anything that you receive will be of benefit to you.

We collect your data through the orders that you place, **sign up** for our newsletter, **sign up** to be a member or **sign up** for information in store. We will only send you information if you request it, we would never email or post to you if you have not requested the service.

We will only contact you by telephone to inform you about your order or if you have requested us to call you. **We do not do telephone sales.**

We will always try to adhere to the UK Data Protection Legislation. The Privacy Policy only relates to our site and does not extend to your use of the Internet outside the website.

Terms and Conditions

1. These Terms and Conditions apply to all transactions through Frosts Photo Centre Ltd. Please read them carefully before purchase. All statements, guarantees or warranties in our Terms of Trading are in addition to and do not affect your Statutory Rights.
2. Frosts Photo Centre Ltd may change these Terms and Conditions at any time. Any changes will take effect on the date they are posted on to this site. You will be asked to read and accept the Terms and Conditions each time you place an order, to make sure you are familiar with the most recent changes.
3. To contact our Customer Services, Support or Technical Team, please call 0121-323-2419 or email us at info@frostsphotocentre.co.uk
4. Our opening times are Monday-Friday 9am-5.30pm Saturday 9am-5pm Sunday 10.30am-4pm (excluding bank holiday weekend's where the shop is closed both Sunday and Monday)
5. Limitations of Liability
 - 5.1. Nothing in this Agreement shall affect the Statutory Rights of the consumer or exclude or restrict any liability for the death or personal injury arising from the negligence or fraud of Frosts Photo Centre Ltd.
 - 5.2. By agreeing to these Terms and Conditions, you agree that Frosts Photo Centre Ltd shall not be liable either in contract, tort, negligence, statutory duty or otherwise, for any direct loss or damage (including loss or damage which is reasonably foreseeable or occurs naturally in the course of things) resulting from any acts, omissions, failures or delays occurring on or in relation those parts of the internet not under Frosts Photo Centre Ltd's direct control including, without limitation, damage or loss of business, loss of sales, non-payment of sums due, loss of profits, business interruption, loss of reputation, loss of

business information or any other pecuniary loss (even where Frosts Photo Centre Ltd has been advised of the possibility of such loss or damage)

6. Customers are expected to report any missing items from their order promptly after delivery. This also has to be verified by Frosts Photo Centre Ltd.

7. **Operation**

7.1. We supply to UK addresses only and only the billing address of the paying customer.

7.2. All pricing is displayed in £ Sterling (GBP). Prices are fully inclusive of UK VAT. Any additional delivery charges are clearly displayed before an order is submitted.

7.3. All brand names are trademarks of their respective companies.

7.4. Product images featured on the site are for guidelines only and not always an exact match of the product. Availability of a product or service cannot be guaranteed.

7.5. We operate from Monday to Saturday and orders received after Midday will be processed on the next business day. Before placing an order, the customer will be requested to accept/decline our Terms and Conditions. Orders will only be processed if acceptance is indicated and therefore the customer is deemed to have accepted these Terms and Conditions and will abide by them.

7.6. The placing of an order represents an offer to purchase the product or service indicated by the customer and is not binding on us until the order has been accepted and despatched by us. If a product or service shown on the website is unavailable, incorrectly priced or incorrectly described, we shall not be obliged to sell you the product or service.

7.7. An acknowledgement of your order will be sent to you via email when you place your order online or via the mobile app, but acceptance of your offer to buy the Goods will not take place until payment is taken. It is at this point that a binding legal contract is created and any contract is subject to these Terms and Conditions.

7.8. Customers have the chance to change and amend any part of their order until they press the 'Finalise Order' button. We will send you an email confirming your order. Should you need to adjust any part of this order, please contact our sales support team by email to info@frostsphotocentre.co.uk or call 0121-323-2419. Frosts Photo Centre Ltd recommend that you print off a hard copy of your order for future records.

7.9. Payments for products and services must be received in full before any order is processed and dispatched.

8. **General**

8.1. In the unlikely event that an incorrect price is shown on our website or mobile app, Frosts Photo Centre Ltd reserve the right to abstain from fulfilling the order at that price. You will of course be notified, at which point you will be informed of the correct price and given the choice to proceed with the order. Frosts Photo Centre Ltd make every effort to get the original details correct, but take into consideration different situations. No Contract exists between the customer and Frosts Photo Centre Ltd for the sale of any products or services until we have received and accepted your order and we have received payment in full (in cleared funds). Once we do so, there is a binding legal contract between us.

8.2. The products and services are subject to availability. If on receipt of your order the products or services you have ordered are not available, we will inform you as soon as possible.

8.3. Every effort will be made to deliver your order as soon as possible after your order has been accepted. This would be within 10 working days. Further delays or longer initial lead times would be communicated either at the time of placing the order or by a secondary communication.

8.4. Most of the products supplied by Frosts Photo Centre Ltd come with a 12 month warranty. This warranty does not apply to any defect in the goods arising from fair wear and tear, wilful damage, accident and negligence by you or a third party, use otherwise than as recommended by Frosts Photo Centre Ltd.

9. **Returns**

How to return products to Frosts Photo Centre

1. Firstly, please notify us that you will be returning a product. Phone 0121-323-2419 or email info@frostsphotocentre.co.uk

2. Please provide all the relevant information such as Name, Address, Phone Number, details of the item you wish to return, Order number and the reason why you wish to return it.
3. We will email you a returns form to complete to include with your item on returning.
4. Return your order accompanied with the completed returns form through your local Post Office. Please ensure your item is well packed and that you include your return address on the outside of the parcel. Mark as fragile if necessary.
5. Return address is

Frosts Photo Centre Ltd
280a Lichfield Road
Mere Green
Sutton Coldfield
West Midlands
B74 2UG

PLEASE NOTE:

We will only refund postage charges if your item is being returned due to an error with your order, the item is faulty or has been received in a damaged condition. We recommend that you use 'Sign For' postage, but we will only refund return postage at a cost up to £10.

Items must be returned in their original packaging with all accessories, instructions etc and Free gifts.

Goods will be at risk of the purchaser until actual receipt of the goods by Frosts Photo Centre Ltd. The onus of proof of safe delivery to Frosts Photo Centre Ltd shall rest with the purchaser.

Please allow Frosts Photo Centre Ltd up to 5 working days to process your return effectively.

Please note if we are notified about faulty products after 2 weeks from the delivery date, they will be subject to a warranty repair rather than a refund or exchange.