



North West Kent Family History Society

Terms & Conditions for Goods and Services purchased by Post or On-line

Terms & Conditions:

Under The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 and UK Consumer Protection [Distance Selling] Regulations 2000, 2009 you have the right to the following information.

Who we are:

The North West Kent Family History Society, Registered Charity Number 282627. The Registered address is 51 Newbury Avenue, Allington, Maidstone, Kent, ME16 0RG. E-mail secretary@nwkfhs.org.uk The Society is a Member of the Federation of Family History Societies.

Goods and Services ordered and purchased by Post direct from the Society:

The price of each item is shown on our website, on the Publications List and on order forms, plus the cost of postage and packing to you. Orders will be despatched within a maximum of 28 days from receipt of the order. There is no VAT payable. All orders are despatched by Society volunteers. Due to holiday arrangements and for other reasons there may be occasions we are unable to meet this timescale. We will endeavour to inform you if this occurs.

Address for returns or for cancellations for items or services purchased by Post direct from the Society:

If you wish to cancel goods and services or return goods ordered direct from the Society you need to inform us within 14 days either by e-mail returns@nwkfhs.org.uk or by writing to NWKFHS, 141 Princes Road, Dartford. DA1 3HJ. You should return the goods to the same address. A refund will be made. You are responsible for paying the return postage. If the goods are faulty we will provide a replacement or a refund. We regret that we cannot accept cancellations of contracts for the purchase of CD-ROMS, Video, DVD, Audio, and Software products where the item has been unsealed unless the item is faulty in which case we will replace the item or make a refund of the purchase price.

Goods and Services Purchased online. Your Rights under the Regulations:

Cooling off Period:

From the 13 June 2014 you have the right to reject goods bought online from a website, by auction, by telephone or ordered by fax.

We also sell goods via the Internet where payment can be made by Credit Card and Debit Card. The sites are Genfair at www.genfair.com and the online bookshop at www.parishchest.com both are covered by the above Regulations. Terms and Conditions of purchase including how to obtain a refund can be viewed at www.parishchest.com/terms and www.genfair.co.uk/terms.php. The price and cost of postage and packing is shown. Payment via Genfair includes VAT but no VAT is payable on the Parish Chest site.

If you purchased our goods or services from one of these sites you must claim any refund from them. You need to inform them within 14 consecutive days from the date when you receive the goods or services.