

Website - terms & conditions

TERMS AND CONDITIONS

Plastico Limited ("Plastico") is completely dedicated to your total satisfaction. If you have any suggestions or comments please email us at sales@plastico.co.uk. Plastico Limited are registered in England and Wales No. 1858859
Registered Office: 1st Floor, 110-112 Morden Road, Mitcham, Surrey, CR4 4DA United Kingdom

Contacting Plastico

If you need to reach us, please email us at sales@plastico.co.uk. Alternatively, you can call +44(0) 208 646 0456 or fax us on +44(0) 208 646 5440 or write to us at 1st Floor, 110-112 Morden Road, Mitcham, Surrey, CR4 4DA United Kingdom.

Making a Purchase

We accept credit card payment. We do not currently accept credit cards or dispatch orders outside of the UK mainland.

We accept Visa, Visa debit, Mastercard, and Maestro cards.

Place an order

Placing an order on our website couldn't be easier, just follow this simple step by step guide.

1. From the home page click on either the Catering or Party products tab at the top of the screen
2. Next, choose the sub-category of product you require from the list down the left hand side of the screen (or the list under the category text), or just click on a product from the list at the bottom of the screen. Clicking on a sub category filters out all of the products that are not relevant, making your search more efficient.
3. Once you have selected the product you wish to purchase, you go forward to a screen which displays product specifications, price and product features. On this screen you must type in the quantity of product you want in the 'Quantity' box under the product title. Then click the 'Add To Basket' button.
4. You may then either continue shopping or click on the 'Proceed to Checkout' button to process your order. Before you do this you can enter any Discount Code you may have in the relevant box, or get a shipping and tax estimate by filling in the relevant form.
5. Once at the checkout you can either login to your account or register for an account (see 'Accounts' for more information on the benefits of having an account with us) or click the button for 'Checkout as Guest'
6. Fill out the Billing Information form (you can choose 'Ship to this address', or 'Ship to different address' which brings up another address form to fill in for your separate shipping address.)
7. Choose your preferred payment type –you can select credit card or invoice. Invoice payments can only be processed if you already have a Trade account with us. If you choose invoice you will receive an invoice for payment after the dispatch of the goods, if you choose credit card you will be forwarded to our secure card payment site
8. You can now review your order and check that the correct items and quantities are displayed, before clicking on the 'Place Order' button.

There is a minimum order of £20 and the maximum of £500.

Formation of a Contract

When you place an order to purchase a product from us, we will send you an e-mail confirming receipt of your order and containing the details of your order. Your order represents an offer to us to purchase a product which is accepted by us when we charge for and despatch the order to you. Any products on the same order which we have not charged for or despatched do not form part of that contract.

Pricing and Availability

We do not charge for orders until they are ready to ship, unless specially made for you, which are charged on receipt of order.

All offers are subject to availability. Prices shown are correct at the time of publication. Prices shown in GBP(£) exclude VAT at the current rates. We reserve the right to change prices without notice.

Despite our best efforts, from time to time a small number of the items in our catalogue may be mispriced. Rest assured, however, that we verify prices as part of our despatch procedures.

If an item's correct price is lower than our stated price, we charge the lower amount and send you the item.

If a product's correct price is higher than our stated price, we will cancel your order and notify you of the cancellation.

The company reserves the right to change the advertised price at any time. If you have an existing trade account, but order through the internet, you will be charged at the INTERNET PRICE. No other prices can be applied.

Confirming availability and price

As we process your order, we will inform you by email if any items you order turn out to be unavailable.

How to pay

1; If you do not have a customer account with us or are a private consumer then you can pay by debit or credit card on our secure online Barclaycard ePDQ payment system. You will need to choose this during the ordering process (please see 'Place and Order'), and you will be forwarded to the payment site at the end of the ordering process.

2; Barclaycard ePDQ secure payments can accept the following card payments;

Visa, UK Maestro, Electron, Maestro, MasterCard, JCB/JCL & Solo

3; If you are a business with a Plastico customer account, you may pay using cheque, CHAPS or BACS. If you are a business without a Plastico customer account then you must pay by credit card. NB: registering with us online will not guarantee you a customer

account. You will need to contact our Sales Office for an Account Application form and this will need to be processed and approved before an account can be granted.

Security

Plastico uses 128 bit SSL encryption technology to ensure that any information you transmit during the ordering process is secure. Our servers are secured to protect all personal information including credit card numbers, your address and any products you may order.

Delivery Charges

Deliveries are made from our head office and our warehouse in the United Kingdom.

Deliveries are made by courier and require a signature on delivery. For this reason, it is not possible to deliver to a PO Box address. All orders may require longer for delivery. For details see below.

Mainland United Kingdom Only:

Orders: 0-40 kg - £10 Postage and Packing

Orders: 40-70 kg - £20 Postage and Packing

Orders above 70 kg, please call our sales office for a quote +44 (0)20 8646 0456.

Delivery Information

Please allow five working days for your order to reach you within mainland UK (Excluding some of The Highlands and Northern Ireland). Orders need to be received before midday on working day one for delivery on working day 5. If there is a weekend or Bank Holiday within this period, you will need to add the appropriate number of days. IE If there is a Bank Holiday Friday and Monday, including the weekend this would require 8 days. or 5 working days.

We can not delivery on the weekend or Bank Holidays.

The orders are sent by UPS courier and requires a signature on delivery. The courier will deliver between 08.00 to 17.30 from Monday to Friday. If we are unable to deliver due to the customer not being at the address, the courier will leave a card and attempt delivery two more times.

Returns

We take pride in the quality of our products, and our policy is to ensure that all products supplied are delivered in perfect condition. If for any reason the product arrives damaged, please return it with proof of purchase within 14 days and we will arrange for an immediate exchange or refund. We regret that we are unable to offer refunds on items that have been personalised. This policy does not affect your statutory rights.

Please return all parcels to Plastico Internet Sales, Plastico Limited, 1st Floor, 110-112 Morden Road, Mitcham, Surrey CR4 4DA. The cost of returning goods to us shall be borne by you. The item is your responsibility until it reaches Plastico Limited, for your own protection we recommend that you send the parcel back using a delivery service that insures you for the full value of the goods, as we cannot be held responsible for items damaged or lost in the post. The items must be returned in the condition in which you received it, within 14 days of delivery.

Refunds

If we have made an error in fulfilling your order, we shall promptly correct or replace the items supplied to you. This policy does not affect your statutory rights. Complaints must be made in writing within 14 days of delivery or they will not be considered.

Privacy Policy

1.1 By sending your details to us, you acknowledge that you have read the following and agree that Plastico may use information about you supplied for more general administrative and operational purposes.

1.2 Plastico will use any personal information collected from this web site (www.plastico.co.uk) in accordance with the Data Protection Act 1998. Further details on the Data Protection Act can be found at The Information Commissioner's Office web site (www.informationcommissioner.gov.uk). Plastico has taken and will continue to take, appropriate measures to keep secure any personal information given by users of this site.

1.3 Although Plastico takes appropriate measures to ensure the security of information in its possession, you acknowledge that the Internet is an open network and the transmission of information over the Internet is not controlled by Plastico. You have certain rights under applicable law including the right to access or correct information. You acknowledge that information given by you is supplied voluntarily.

2. What information do we collect and why?

2.1 The information collected on this site includes:

(a) Names and Addresses;

(b) Users IP address, which is automatically logged by our web server. IP addresses are used to observe users interest in this web site;

(c) Cookies, which are very small text files saved to your computer. Cookies are used to track user navigation around a web site. Cookies are means of identifying your computer to our server, they do not identify individuals, only the computer used.

2.2 Plastico will only use information collected for the purpose of contacting you. Plastico may also use the information provided to contact you regarding other Plastico products and programmes which it believes may be of interest to you.

2.3 Plastico will not disclose any personal information to third parties or use the informa

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tion in any other way without prior consent.

3. Your rights

3.1 You have the right to access your information held by Plastico and where necessary, to have it amended. You can also request not to receive marketing information from Plastico.

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4. Links to other web sites

4.1 This web site contains links to other sites which are completely unrelated to Plastico. This privacy statement does not apply to these sites nor are Plastico responsible for the content and practices of these web sites.

Losses

We will not be responsible for any business loss (including loss of profits, revenue, contacts, anticipated savings, data, goodwill or wasted expenditure) or any other indirect or consequential loss that is not reasonably foreseeable to both you and us when you commenced using the website or when a contract for the sale of goods by us to you was formed. We do not limit in any way our liability by law for death or personal injury caused from our negligence or breach of duty or caused by our gross negligence or wilful misconduct.

Alteration of Services or Amendments to the Conditions

We reserve the right to make changes to our website, policies, and these terms and conditions at any time. You will be subject to the terms and conditions in force at the time that you use the website or that you order goods from us, unless any change to these policies or these conditions is required to be made by law or government authority (in which case it will apply to orders previously placed by you). If any of these conditions is deemed invalid, void or for any reason unenforceable that condition will be deemed severable and will not affect the validity and enforceability of any remaining condition.

Events beyond our reasonable control

We will not be held responsible for any delay or failure to comply with our obligations under these conditions if the delay or failure arises from any cause which is beyond our reasonable control. This condition does not affect your statutory rights.

Waiver

If you breach these conditions and we take no action, we will still be entitled to use our rights and remedies in any other situation where you breach these conditions.

Governing law and jurisdiction

These conditions are governed by and construed in accordance with the laws of England, and you agree to submit to the non-exclusive jurisdiction of the English courts.

The information contained on this website is given in good faith. Every endeavour is made to ensure accuracy but we can not accept responsibility for errors that arise in text or code numbers quoted. Photographs, colours and descriptions are representative.

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