

Website - terms & conditions

Plastico Limited ("Plastico") is completely dedicated to your total satisfaction.

Plastico is 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 wish to reach us or have any suggestions or comments 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.

Placing 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 (excluding VAT) 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.

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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 cannot deliver 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

Your privacy is very important to us and we will always endeavour to comply with the latest applicable data protection measures to ensure fairness, transparency, accuracy, security, minimisation and respect for your rights with regard to your personal data which we gather. So, to comply with the latest European General Data Protection Regulation (GDPR) we have updated our Privacy Policy. We also endeavour to work with reputable third party suppliers who have the same data protection principles.

We also strive to give our customers the best customer experience possible with the best choice of content, material, products and/or services with speed, accuracy and relevance whilst at the same time protecting our customers' privacy. We hope that we have found the right balance through this policy document. This is what this means in terms of what we may collect when you visit our website, what we do with it and what you can tell us to do with it.

By using our website, we invite you to consent that you agree that we may collect and use your personal information in this way. You may also withdraw that consent at any time.

Please email us marketing@plastico.co.uk to give your express, informed consent to our Privacy Policy.

Website - terms & conditions

Our website will typically collect the type of personal information mentioned below from and about you when you visit, browse or use our website and when you purchase any of our products and/or services. If we exchange emails or other communications or enter into any other relationship with you, we also obtain additional personal information but again we will use our best endeavours only to use or disclose such information in the manner stated below.

1. The type of Personal Information which we/our suppliers may gather from you or from Third Parties.

Each time you use our website, we collect some or all of the following information either directly from your own disclosure or through our website software:

- Your IP address, browser type and location, unique device identifiers, language preference, the date, time and frequency of your visits, which pages you viewed and for how long and if you clicked, copied or downloaded any material, and similar information from your general online use and preferences, gathered by the use of cookies and similar technologies (please see paragraph 9 below);
- Any products and/or services which you either purchased or otherwise viewed, used, copied, downloaded or clicked a link to access;
- your acceptance (or otherwise) to receive any publications, newsletters, updates or other material or media from us or any of our providers;
- your consent (or otherwise) to this Privacy Policy and your agreement to our Terms and Conditions.

If you are buying/paying online, we and/or our third party secure payment provider will need your first and last name, your credit/debit card or other payment details, card billing address, including street name, city or town, a telephone number and an email address, which may be personal or business. Please note that only our third party secure payment provider will have your card number to process your payment, we do not see or have access to that number but we do have access to the other data you provide.

If any goods require to be physically delivered (then a physical delivery address (personal or business) (if different from the billing address) will also be required.

If we need to verify your age and/or identity for any reason (for example, payment verification, fraud prevention or dispute resolution) we may also ask you for your age (only to confirm that you are of legal age to contract), passport/ID/Visa/driver's licence (these documents will also have your place of birth, gender, nationality and a facial image of you), your social security/national insurance number, or any other identifier if required for identifying you as a specific individual.

If we want to identify you further to gain a better profile or business relationship with you, we may use the material which you have included on publicly available websites such as that of your company/employer/professional website, LinkedIn, Facebook, Instagram and other social media sites, which may include additional information or photographs.

You can access your personal details at any time, ask us to update the information we hold or to delete it altogether (please see paragraph 7 below) for your rights over your personal information).

2. Communicating with you

Each time you purchase or subscribe to any content, material, products and/or services from our website, we will send you an email verifying the order and confirming that the material will be delivered/sent/provided. We also reserve the right to send you email, sms or other communications from time to time regarding updates and changes to our content, material, products or services; or about new links, partners, providers or suppliers to our website. You can choose not to receive by unsubscribing.

If we require to email you any technical support, administrative or legal notices important to our website, our content, material, products or services that we consider essential that you know, including any breach of security relating to your personal information; you will not be able to unsubscribe from these notices as they may contain, for example, new privacy terms, conditions or situations, important instructions on use of or updates to our content, material, products and /or services which you have purchased, licensed or subscribed to from us, or recall notices for faulty products.

3. How your Personal Information is used by us

We want to give you the best customer experience possible with the best choice of content, material, products and/or services that we can with speed, accuracy and relevance. To do this, we need to collect sufficient information about you and users in general to enable us to operate the website and keep it current, up-to-date, relevant to users' needs and preferences now and in the future as well as to keep it secure and in compliance with the applicable law.

We also need to use your personal information for the purposes specified in paragraph 1 above (your consent, payment, delivery and identity) as well as:

- to respond to your orders, payments, delivery and answer your queries, comments or complaints;
- to operate our website professionally, efficiently and legally and ensure its security (as well as your security), maintenance, upgrade and enhancement (please see clause 5 below and our Terms and Conditions);

- for business and statistical analysis by our own staff and professional advisors;
- to provide payment, download and/or delivery methods and other third party services (which may include opening an account or subscription, credit-worthiness checks, etc);
- to provide you with information on updates, marketing, promotions, events, webinars and other material which you have consented/subscribed to or otherwise may expect from us as part of our general offering (you can unsubscribe from any of this material at any time); and
- for our legitimate interests and such other internal business reasons, including but not limited to disclosing your personal information to any employee, business adviser, consultant, partner, contractor, provider; risk management/credit reference/debt collection/fraud prevention agencies; compliance/fiscal/regulatory/legal or government bodies.

4. How long we will keep your Personal Information

We will only keep your personal information for as long as is necessary for the purposes for which it was gathered, given voluntarily by you, publicly available or otherwise processed as specified in this policy document. In certain circumstances, we may store it for a longer period if so required for example, by applicable laws, regulators, payment protection, law enforcement or for secure archiving. In any case of longer storage by us, the terms of this policy document will continue to apply.

5. Personal Information shared with Third Parties

We will not sell, rent or otherwise disclose your personal information to any third party without your consent except in the following circumstances:

- Where we use or partner with trusted third party providers to provide services for us, including, for example, processing of debit/credit card payments, delivery and processing of orders, site security, hosting, management and other IT/professional/insurance and operational services. These companies will have access to only the personal information needed to perform their specific functions and not for any other purposes. They are bound by confidentiality agreements as well as their own privacy policies to which you may also be given the opportunity to accept or decline. Please note that we are not responsible for the privacy practices of such other third parties and advise you to read the privacy statements of each. Your use of such third parties is at your own risk.
- If we require to disclose your personal information to an appropriate investigative third party, for example, if we have reason to believe that you may be involved in any illegal or harmful conduct or if we are required to do so under the applicable law, by a law enforcement or government authority or if we believe that such action is necessary to:
 - (1) comply with the law or with legal process;
 - (2) protect and defend our rights, security or property or that of our customers or providers;
 - (3) prevent fraud and other legal acts;
 - (4) protect against abuse, misuse or unauthorised use of our website in any way; or
 - (5) protect our personal safety or property and that of our users, customers, providers or the public (e.g. if you provide false or deceptive information about yourself or attempt to pose as someone else or defame/libel any party we will disclose such information about you in order to assist any type of investigation into your actions).
- We may share non-personal, non-individual information in aggregate form with third parties for business purposes, for example with advertisers or prospective advertisers on our website or we may tell our business partners or prospective business partners the number of customers in certain demographic groups who viewed, purchased, licensed or subscribed to certain content, material, products or services or share other statistical analyses. This does not involve disclosing any personal information which can identify any individual customer in any way.
- We may transfer our customer database, including personal information contained therein, to a third party who acquires all or substantially all of the assets or stock in our company or our website service whether by merger, acquisition, reorganisation or otherwise. They will be bound to protect your personal information to no lesser standard than we do so in this policy.
- Where a specific third party provider asks you to accept their own privacy policy, for example, any social media or payment provider.

7. Your rights over your Personal Information

You have the right to:

- Access your personal information that we have about you and to have us correct, update, restrict, anonymise, block or have us delete it (unless we are legally obliged to keep it);
- Withdraw your consent at any time to all or any particular service for example, remove your name from marketing material You may email us marketing@plastico.co.uk to unsubscribe.
- Request us to send you a copy, free of charge, of your personal information that we have about you;
- Request us to transfer your personal information to another person, organisation or business of your choosing.
- Make any complaint by contacting us at marketing@plastico.co.uk or the information commissioner, regulator or data protection officer in your country of residence if you do not believe that we have handled your personal information correctly or have another complaint.

In order to comply with any of the above requests, we will require you to identify yourself or if you have appointed an authorised third party to act on your behalf, then we will ask them to prove that they have your authority to act in this capacity.

All these requests should be directed to: marketing@plastico.co.uk

Website - terms & conditions

8. Links

Our website contains hyperlinks to other websites owned and operated by independent third parties. Please note that we are not responsible for the privacy practices of such other third party websites and advise you to read the privacy statements of each website you visit which collects your personal information. Your use of such third party websites is at your own risk.

9. Cookies and similar technologies

A cookie is an alphanumeric identifier which we transfer to your hard drive through your web browser when you visit our website from whatever device you are using. Pixel tags (also called web beacons) are small blocks of code placed on websites and e-mails.

We use cookies, pixel tags and other similar technologies to help us identify and track visitors, usage and access preferences for our website content, material, products and/or services including third party products and/or services and hyperlinks) as well as track and understand, for example, an email campaign effectiveness and to deliver targeted material. These technologies enable our own system to recognise you when you visit our website again and improve our service to you and to help us give you the best customer/user experience possible with the best choice of content, material, products and/or services with speed, accuracy and relevance. Cookies may also be used to compile aggregate information about areas of our website that are visited most frequently. This traffic information can be used to enhance the content of our website and make your use of it easier. If you wish to reject our cookies and other similar technologies, you can activate the setting on your browser which will enable you to do so, for example:

Internet Explorer - <https://www.microsoft.com/info/uk-en/cookies.mspx> ;

Safari - https://support.apple.com/kb/ph19214?locale=en_US

Please note: If you do switch off these technologies, then it will affect how you view and use our website and some functionality will not be available to you. To find out more about using your browser settings to control cookies please visit: www.allaboutcookies.org

10. Updating our Privacy policy

We will update our Privacy Policy and procedures from time to time to make sure they properly, effectively and legally cover your personal information and are up-to-date. We will publish the updated policy on our website so please check it regularly. If there are changes which are important to bring to your notice we will advise you accordingly on our website and/or seek your further consent if so required by the applicable law.

11. Who we are and How to contact us

We are:

Plastico Ltd

You can contact us at:

Our registered Office and Trading Address which are at:

1st Floor, 110-112 Morden Road | Mitcham | Surrey, CR4 4DA | UK

We are registered in England - Company Registration Number: 1858859

Our VAT number is: GB 407484252

If you have any questions about our Privacy policy, please contact us at marketing@plastico.co.uk

Losses

We will not be responsible for any business loss (including loss of profits, revenue, contracts, 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 these 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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