

Terms

We reserve the right to amend these terms and conditions. Any amendment will take effect as soon as they appear on the website. The use of this website signifies acceptance of these terms and conditions.

The term 'Supportmark' refers to the owner of the website whose office is

Supportmark Limited Company Number 10255729

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Copyright

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Content

We have tried to display all colours accurately, but monitor displays and browser software may cause colour variations. We do not accept responsibility for any difference between the image and the actual printed product.

Ordering

Ordering through Supportmark Ltd is simple. Select the Buy Now button and it will take you to the PayPal Checkout. Paypal is 100% secure for your protection. Please note you do not need a Paypal account to make a payment. Paypal accept most major credit cards. All credit/debit cardholders are subject to validation checks and authorisation by the card issuer. If the issuer of your payment card refuses to or does not authorise payment, we will not be liable for any non-delivery.

Delivery and Returns

Delivery is £1.50 per individual order. For multiple orders and for international orders, please contact us for a quotation. We use Royal Mail first class delivery.

Items will be dispatched within 48 working hours, and your order should arrive the following working day. If there is any delay we will notify you by email.

We hope that you are happy with your purchase, but if you would like to exchange or return your Sick Humour product, please send it back with its packaging within 14 days. In line with the distance selling regulations you have a seven day cooling off period after receiving your order. The customer must contact us at info@supportmark.co.uk in the first instance to arrange the return of the item. Please let us know before you return an item, it must be in as new condition, unopened and unused. We cannot be responsible for returns which are lost in the post, so we suggest that you obtain a proof of postage from the post office.

For returns please allow 10 days for us to process. A refund for the product price will be initiated once we have received the returned goods. The original delivery charge will not be refunded and the customer will be responsible for the delivery cost of returning the items. Orders are checked

before being dispatched and are packaged to avoid damage during transit. However if your order is damaged or faulty when you receive it please notify us within 48 hours. Exchanges are processed immediately and you should receive your replacement within 7 working days.

Privacy

Supportmark Ltd is committed to ensuring that your privacy is protected. This policy document explains how we use the information we collect about you and how you can instruct us to delete you from our database.

No financial information including credit and debit card data is stored by this website.

When you contact us via our website we will collect information about you which may include your name, address and other personal details. This information will be used by us to communicate with you in response to your enquiry. This may involve us sending you information about our products or services, newsletters or other marketing material and by contacting us you are allowing us to use your information in this way. Supportmark Ltd does not share its customer information with any third parties.

Unsubscribing

By contacting us via this website you are consenting to our use of your information as set out in this policy. If at any time you would like your details removed from our database please e-mail your request to sickhumour@btinternet.com