

# Terms and Conditions

Please read the following terms and conditions ('Agreement') carefully as any purchase of products will be subject to these terms and conditions. They set out the agreement between Sort Your Life Out (referred to in this Agreement as "we", "us" or "our") and you ('You' means the person, persons or company viewing this website or placing an order on the website). At no point are your statutory rights affected.

The websites [www.sortyourlifeout.com](http://www.sortyourlifeout.com), [www.petecohen.tv](http://www.petecohen.tv) and [www.petecohen.com](http://www.petecohen.com) are owned wholly by Sort Your Life Out Ltd (referred to throughout this website as 'Sort Your Life Out'), whose registered office is: 7 Bourne Court, Southend Road, Woodford Green, Essex IG8 8HD, United Kingdom. Company Registration Number 04326919.

## Ordering methods and confirmation

Products displayed on our website can be ordered online through our secure server. We accept most major credit/debit cards. We do not accept payment by American Express, Diners Club or Electron. If you have placed your order on our secure website, you will receive an email as confirmation of your order. This will be sent within 24 hours to the email address that you provide. If you do not wish to use our secure online ordering service you can also order:

By telephone on: +44 (0)1323 635030 (Office hours 8.30am-5.30pm Monday-Friday)

Or

By Post: Cheques should be made payable to 'Sort Your Life Out' and sent with the total order value including carriage (our carriage costs are shown below) to:

Sort Your Life Out Ltd, Unit 1, 16 Maple Road, Eastbourne, East Sussex BN23 6NY, United Kingdom

Please make sure to give a complete order itemization including delivery cost, your full name and delivery address. An order form can be sent to you on request.

## Your right to cancel

Under the Distance Selling Regulations the customer is given the right to return unwanted goods within a fixed time period. This "cooling-off" period gives you 7 working days in which to cancel your order without giving a reason. The cooling-off

period starts on the day after the day that the goods are received. During this time you are only required to inform us that you wish to cancel the order and you are not obliged to return the goods within the cooling-off period.

When exercising the right to cancel during the cooling-off period, goods are to be returned at the customer's expense. However, refunds are not dependent on the goods being returned. If goods are not returned to us after a customer has exercised the right to cancel, we require that they are made available for collection. The direct cost of collection will be deducted from the refund. You will remain liable for the cost of any goods that are not returned or made available for collection. We will pay the refund to your original payment card within a maximum of 30 days from the date of cancellation, if the card has expired during this time or if you paid by another means, we will pay the refund by cheque. Where a returned item forms part of a larger order, only the proportion of the delivery charge applying to that item will be refunded.

We want you to be happy with your purchase so please check that it meets with your approval within the cooling-off period. We do not accept returns of unwanted goods after this period has elapsed unless they are faulty.

If you are ordering from outside the EU, the Distance Selling Regulations do not apply and you will not be entitled to a full refund if you wish to cancel. If you wish to cancel an order from outside the EU please contact us.

## **Returns**

Please ensure when returning goods that you use a reputable delivery service that can provide evidence that they have delivered the goods back to us. We can arrange a reasonably priced courier collection service for larger items, please contact us for details. Please ensure that items for return are packed with sufficient care to ensure damage does not occur in transit. We will not accept responsibility for damage to returned items caused by insufficient packaging. In most cases, sufficient packaging means inside a strong cardboard box with adequate internal cushioning around the product. If you would like any advice on this please contact us.

## **Faulty Goods and Warranty Issues**

This section is in addition to individual manufacturer's warranties and details the process by which products can be returned to Sort Your Life Out for repair or replacement.

Please contact us if you believe you have received faulty goods. Faults occurring after the 7-day cooling off period are still covered by the Sales of Good Act (1979) and also by the individual manufacturer's warranties that come with some products.

Please call in advance before returning faulty items as it may be that we can rectify problems without the item being returned. If this is not possible, we will pay for faulty goods to be returned to our premises (UK only) and forwarded to you after replacement/repair, for a period of up to six months after you receive them. If goods returned during this period are found to be without faults, or if a fault is caused by damage or misuse, you will be responsible for paying our collection and subsequent delivery costs before they can be returned to you. If the fault is the result of damage or misuse, you will also be responsible for the cost of any repair or replacement that you request. Misuse includes failing to take reasonable care of the product.

After six months has elapsed from receipt of an order, the customer is responsible for the cost of returning faulty goods. If a fault is found to have occurred due to accidental damage, misuse or expected wear and tear you will be informed of the cost of repair/replacement and return delivery. When payment is received, the goods will be returned to you. If the product has a manufacturing defect that is covered by guarantee we will assist in organizing warranty support. Please note that with many products Sort Your Life Out does not deal directly with warranties/repairs and will pass your details to, or ask you to contact the company that does. Repairs and replacements will be subject to that company's Terms and Conditions in such cases. However, the first point of contact should any problem arise is with us. We handle warranty support for some products at our premises.

### **Waste Electrical And Electronic Equipment Regulation 2006**

Much of the UK's WEEE ends up in landfill, where the lead and other toxins it contains can cause soil and water contamination. This can have a harmful effect on natural habitat, wildlife and also human health. Goods are marked with the crossed out wheeled bin symbol to show that they were produced after the 13th of August 2005 and should be disposed of separately from normal household waste so that they can be recycled.

At Sort Your Life Out we care about the environment and we realise that customers sometimes worry about the environmental consequences of disposing of their old electrical appliances. In accordance with the above regulation, if you return your old product to us within 28 days of buying a similar new product from us, we will ensure that it is correctly disposed of. Please note that the regulation states that this is on a

'like for like' basis, so you can't send us your old washing machine when you buy a new blender!

### **Making a complaint**

We welcome any form of feedback to help us to improve the service we offer. If you have a complaint regarding any aspect of Sort Your Life Out please **contact us**. We endeavour to respond to all complaints within 5 working days. We will keep you informed as we handle your complaint and will, in most cases, be able to resolve this within 30 days.

### **Links to other websites and services**

This website contains links to other websites which are not under the control of, nor maintained by, Sort Your Life Out. These links are provided for your convenience only and we cannot be held responsible for the content of those sites.

### **Governing Law**

This agreement between Sort Your Life Out and you shall be governed by and interpreted in accordance with UK law, and UK courts shall have jurisdiction to resolve any disputes.

### **©Copyright 2003-2009 Sort Your Life Out Limited**

All rights, including copyright, trade marks, names and logos, used in relation to this website are owned by or controlled for these purposes by us. Nothing in this Agreement confers on you any license or right under any of our trade marks, names or logos or those of any third party.

We reserve the right to issue legal proceedings against any companies or persons who copy any text, photographs, images, graphics, logos, button icons, trademarks or any part of this web site. The content of this website is and remains the intellectual property of Sort Your Life Out Limited.