**Stock and Delivery**

Please note that the items listed on the site are not an accurate stock list. While we do try to maintain stock levels, replenish any items that are out of stock and keep the website up-to-date, this may not always be possible. If an order is not in stock, we will send a notification and arrange delivery of a replacement item, alternative delivery or refund as appropriate. Please allow two working days for delivery. If an item is needed sooner, please contact us for expedited delivery.

**Free Postage**

Free postage offers apply to delivery addresses in the Republic of Ireland and UK mainland only. In the event of items ordered not being in stock, original postage will be deducted from any refund.

Sprocket & Hubs reserve the right to alter or adapt any part of these Terms & Conditions without prior notice. Usage of the website is deemed as acceptance of these terms. Users are advised to regularly check Terms & Conditions.

**Liability**

Sprocket & Hubs is not liable, under any circumstances, for indirect or consequential damages, including any loss of business, revenue or data in relation to use of the site sprocketandhubs.com

**Copyright**

All intellectual property of sprocketandhubs.com such as trademarks, trade names, patents, registered designs and any other automatic intellectual property rights derived from the aesthetics and functionality of the website remain the property of Sprocket & Hubs.

By using the website, you agree to respect these rights and refrain from copying, downloading, transmitting, reproducing, printing or exploiting any material contained on this website for commercial purposes.

**Disclaimers**

We do not guarantee uninterrupted availability of the sprocketandhubs.com website or that the website will be error free.

**Third parties**

Sprocketandhubs.com may contain hyperlinks to websites operated by third parties. We do not control these sites and take no responsibility for their content. By including these hyperlinks, we do not endorse any views, statements or information contained in these sites.

**Privacy Policy**

Data collection via sprocketandhubs.com includes:

⁃ Personal details supplied by users through contact forms and email, such as name, address, email, telephone number.

⁃ Debit and/or credit card details supplied in order to process transactions. Such transactions are handled by Stripe: for their policies, please see www.stripe.com

⁃ Communication preferences, including email updates, should the option to receive email updates from Sprocket & Hubs be selected.

⁃ IP addresses, used to monitor usage of the website.

⁃ Data recorded by users’ browsers in the form of cookies, used to recognise users’ preferred settings. The use of cookies can be changed by accessing browser settings.

What Sprocket & Hubs do with this information:

Any personal information collected via the website is used in accordance with the Data Protection Act 1998 and other applicable laws.

Sprocket & Hubs will use these details:

⁃ To process orders and provide after-sales services, including passing details on to delivery/supplier services

⁃ Sending information on other products and services offered by Sprocket & Hubs. The opportunity to opt in/out of this is offered at the point of purchase.

**Product Returns & Cancellation Policy**

Unsuitable goods may be returned for refund, credit or exchange if returned within 14 days of receipt, subject to the following conditions:

⁃ Items should be returned, unused, in their original condition

⁃ Items should be returned with all packaging in good condition. Sprocket & Hubs reserve the right to charge for replacement packaging if it is damaged or defaced.

⁃ Items returned after 14 days may be subject to a restocking charge, no less than 10% of the item value. Such a charge does not affect statutory rights.

⁃ Items which have been specifically manufactured or ordered will not be accepted for return.

⁃ Returns must be notified via email, including the sender’s name and address, order reference number and reason for return.

⁃ Sprocket & Hubs cannot accept responsibility for undelivered returned parcels; please retain proof of postage of any returns.

⁃ Method and cost of returns are the responsibility of the customer.

**Exclusions**

Sprocket & Hubs are unable to refund:

⁃ Used items: these are not resalable. Items are classified as used if the original tags have been removed.

⁃ Items damaged in transit: returns should be returned in the packaging used to send it, including any outer packaging. If the item is returned in any other packaging and damaged in transit, this may result in a partial or complete loss of refund. Items not properly packaged will incur a minimum handling fee of €20.

⁃ Batteries: the transport of such goods is prohibited by hazardous goods regulations.

⁃ Gift vouchers: vouchers will not be refunded for their monetary equivalent value. Items bought using a gift voucher will have the same rights.

⁃ If an item bought using a saving or discount is returned, any refund will not take account of the original saving or discount if it no longer applies.