

Terms of Service and Shipping Policy

I. Privacy Policy

We value our relationship with our customers and are committed to protecting their privacy. Our policy is to keep all the details we collect completely confidential.

The personal information that we collect will be

- Your name
- Address
- Phone number
- E-mail address
- Credit / Debit Card Details

Along with any additional delivery information you provide when placing an order.

This information will be used for processing orders and for our own marketing purposes. We will only use this information lawfully and in accordance with both the Data Protection Act 1998 and the Which? Web Trader Code of Practice.

We will add your E-mail address to our mailing list unless you indicate otherwise. You may unsubscribe at any time by emailing us at sales@hopshopuk.com.

Under no circumstances will we pass your details to a third party.

The personal data we hold should be accurate and up to date. If you wish to see to see the information we keep about you, please contact us and we will copy the data and send it you by first class post. There will be no charge for this. Any inaccuracies or alterations you advise us of will be changed without delay. Please e-mail us if you wish to have your details removed this will then be done immediately.

Hywel Edwards is responsible for all privacy matters.

If any customer wishes to discuss our privacy policy, then please contact Hywel Edwards by telephone on 01752 660382, by fax on 01752 660381, by e-mail at sales@hopshopuk.com, or write to him at

Hop Shop
22 Dale Road
Mutley
Plymouth
Devon PL4 6PE
UK

Our trading hours are:

0900 to 1800 Tuesday to Saturday.

We are closed on Sundays, Mondays, all Bank Holidays and also for the last 2 weeks of February every year.

2. Copyright

All web site design, text, graphics, the selection and arrangement thereof, all underlying source code, software and all other material on this site are copyright Hop Shop, Plymouth. ALL RIGHTS RESERVED.

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Reproduction of images from this site, without the written permission of the Hop Shop as the copyright owner, can be a criminal or civil offence. For further information on copyright please see the Government Intellectual Property Portal web site www.intellectual-property.gov.uk.

3. Security

Security Socket Layer protects this site. The personal information we keep will be held securely in accordance with our internal security policy, current UK law and the Which? Web Trader Code.

Hywel Edwards is responsible for all security matters.

If any customer wishes to discuss our security policy, please contact Hywel Edwards by telephone on 01752 660382, by fax on 01752 660381, by e-mail at sales@hopshopuk.com, or write to him at

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4. Payment Options

Payments can be made either by cheque, postal order or by Credit Card.

PAYING BY CHEQUE OR POSTAL ORDER

Please make cheques or postal orders payable to H. Edwards. The address to send your cheque or postal order to is:

Hop Shop
22 Dale Road
Mutley
Plymouth
Devon PL4 6PE

As soon as your order is received it will be packed and will be dispatched when your cheque or postal order arrives at the above address.

PAYING BY CREDIT CARD

We accept

- Visa
- MasterCard
- Delta
- Switch
- Solo

Your payment will not be processed until the goods are ready to be dispatched. Do not forget that if you are paying by Switch to provide the Issue Number!

Credit Card Fraud: Hop Shop will always check that the given card is registered at the address provided. If there are any discrepancies we will e-mail you to make alternative arrangements.

PAYING BY CASH

Cash is acceptable in the shop, along with cheques, postal orders and credit cards.

5. Delivery Terms & Carriage Charges

You should expect delivery within 14 days of placing an order. If any item on your order is out of stock we will contact you and advise you of the expected delay. You will be given the option to wait for the item to be delivered or to cancel your order for that item.

Delivery is made by either Businesspost, Royal Mail or Parcelforce. We will use the most economical service available.

Within England (excepting the Channel Islands, Isles of Scilly, Isle of Man and Isle of White), Wales and Southern Scotland carriage will be charged at cost (with no maximum weight), with a minimum of £2.00 and a maximum of 5.95.

Orders to the Isle of Man, Isles of Scilly, Isle of White, Northern Ireland, Northern Scotland are charged at cost, with a minimum of £2.00 and a maximum of £9.95. The maximum packed weight for orders to these areas will be 20kg. Post codes with this area include AB 31-38, AB 40-56, HS , IV, KA 27 & 28, KW 1-17, Northern Ireland (BT), PA 20-38, PA 41-49, PA 60-78, PH 4-44, PH 49 & 50 and ZE.

We will email you to confirm delivery charges for all International orders which includes the Channel Islands and Southern Ireland.

6. Returns & Refunds

If you have any problems please contact Rosemary Edwards by telephone on 01752 660382, by fax on 01752 660381, by e-mail at sales@hopshopuk.com, or write to her at

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22 Dale Road
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Plymouth
Devon PL4 6PE

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You are also welcome to call in at the shop when we are open.

Our trading hours are:

0900 to 1800 Tuesday to Saturday.

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'Please report non delivery preferably within 7, but no later than 30, days of placing your order.

If goods are faulty, damaged or different from those ordered, please contact us within 7 days of receiving your order. We will replace the goods free of charge including postage or give you a full refund if preferred, within 14 days. It is important that you return the goods for you to receive a replacement or a refund.

If the goods are ordered in error we will refund the goods in full, if sent back within 30 days of your receiving your order, but will charge postage costs.

If you do not contact us within the number of days as above, will we deem that the order has progressed to completion.

The address for returns is

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7. Cancellation Of Order

You may cancel your order, without giving a reason, at any time before dispatch by notifying us by e-mail or letter for a full refund. Once the order has been dispatched, you can cancel it by e-mail or letter within seven working days from the day after receipt for a complete refund.

Please return the goods to us within 30 days from the date of cancellation. Returning items under this guarantee is the responsibility of the purchaser. We do not accept responsibility for return carriage costs or for items lost or damaged in transit to us. If you do not return the goods we will collect them at your cost. Payment for the goods will be refunded within 30 days of the notice of cancellation.

The address for returns is

Hop Shop
22 Dale Road
Mutley
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If you contact us after the given number of days above Hop Shop has the right to assume that the order has progressed to completion. You will not have the automatic right to a refund.

This does not affect your statutory rights.

8. Complaints

If at any time you have cause to complain about our goods or service please contact Rosemary Edwards by telephone on 01752 660382, by fax on 01752 660381, by e-mail at sales@hopshopuk.com, or write to her at

Hop Shop
22 Dale Road
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Plymouth
Devon PL4 6PE
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You are also welcome to call in at the shop during trading hours. Telephone and fax calls are at standard rates.

Our trading hours are:

0900 to 1800 Tuesday to Saturday.

We are closed on Sundays, Mondays, all Bank Holidays and also for the last 2 weeks of February every year.

Your complaint will be dealt with speedily, efficiently and confidentially on a one to one basis. We will initially acknowledge your complaint and will then endeavor to come to a satisfactory and fair conclusion within 7 days. This does not affect your statutory rights.

9. Help

Should you any problems ordering please call us on 01752 660382 during opening hours or email: sales@hopshopuk.com.

If you would like to check on the status of an order you have placed or like to change your personal details, please log-in to Account Status using the username and password you selected on ordering. A copy can be sent to you from this page if you have forgotten.