

## **The Legal Stuff**

Who are we?

Cheeky Chops Toys is the trading name of Partners Louise Bolton & Faye Palmer.

## **Terms & Conditions**

Welcome to our website. If you continue to browse and use this website you are agreeing to comply with and be bound by the following terms and conditions of use, which together with our privacy policy govern Cheeky Chops Toys relationship with you in relation to this website.

The term "Cheeky Chops Toys" or "us" or "we" refers to the owner of the website. The term "you" refers to the user or viewer of our website.

The content of the pages of this website is for your general information and use only. It is subject to change without notice.

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You may not create a link to this website from another website or document without Cheeky Chops Toys prior written consent.

Your use of this website and any dispute arising out of such use of the website is subject to the laws of England and Wales.

Prices are correct at time of publishing and include VAT where applicable. It may be necessary to change prices either up or down, from time to time, including any alteration to the rate of VAT. Any price changes will be confirmed to you at the time of ordering.

## **Portrayal of Products**

While every effort has been made to portray items accurately, slight variations may occur especially on handmade products. All measurements quoted are approximate and the reproduction of colours is as accurate as photographic and publishing process will allow. Please note there may be variations in colour dependant on the calibration and setting of individual screens.

## **Safety Regulations**

All products comply with appropriate safety and consumer regulations. Toys comply with CE toy safety regulations and where appropriate, carry the CE mark. If a product is recalled for any reason you will be contacted.

### **Gift Vouchers**

Gift vouchers can be redeemed at Cheeky Chops Toys.com on any purchase made in GBP Sterling.

If the value of an order exceeds the value of the voucher the balance must be paid by you.

If the full amount of the voucher is not redeemed "change" will be given by way of a new voucher. "Change" vouchers are also subject to these terms and conditions and are additionally not assignable or transferable.

Gift vouchers can not be used to buy further gift vouchers.

Gift vouchers and unused portions expire 1 year from the date of issue of the original gift voucher.

Gift vouchers have a cash redemption value of 0.01p and are not transferable or assignable.

Normal terms and conditions of purchase and for using the website apply.

### **Cancellation**

Please note that distance selling regulations entitle you to cancel your contract if you wish providing you act within 7 working days after the day in which you receive your goods. If you wish to exercise this right prior to dispatch of goods please email [contactus@cheekychopstoys.com](mailto:contactus@cheekychopstoys.com). If your order has been dispatched please follow our returns information.

### **Data Protection & Privacy Policy**

This privacy policy sets out how "Cheeky Chops Toys" uses and protects any information that you give "Cheeky Chops Toys" when you use this website.

"Cheeky Chops Toys" is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement.

"Cheeky Chops Toys" may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes. This policy is effective from 26th September 2008.

What we collect

We may collect the following information:

Name

Contact information including email address, phone number

Demographic information such as address, postcode, preferences and interests

Other information relevant to customer surveys and/or offers

Credit / debit card details

### **What we do with the information we gather**

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons.

Internal record keeping.

We may use the information to improve our products and services.

We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email address which you have provided.

From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, fax or mail. We may use the information to customise the website according to your interests.

**We do not retain, store or copy any credit/debit card details.**

## **Security**

We are committed to ensuring that your information is secure. In order to prevent unauthorised access or disclosure we have put in place suitable physical, electronic and managerial procedures to safeguard and secure the information we collect online.

## **How we use cookies**

A cookie is a small file which asks permission to be placed on your computer's hard drive. Once you agree, the file is added and the cookie helps analyse web traffic or lets you know when you visit a particular site. Cookies allow web applications to respond to you as an individual. The web application can tailor its operations to your needs, likes and dislikes by gathering and remembering information about your preferences.

We use traffic log cookies to identify which pages are being used. This helps us analyse data about web page traffic and improve our website in order to tailor it to customer needs. We only use this information for statistical analysis purposes and then the data is removed from the system.

Overall, cookies help us provide you with a better website, by enabling us to monitor which pages you find useful and which you do not. A cookie in no way gives us access to your computer or any information about you, other than the data you choose to share with us.

You can choose to accept or decline cookies. Most web browsers automatically accept cookies, but you can usually modify your browser setting to decline cookies if you prefer. This may prevent you from taking full advantage of the website.

## **Links to other websites**

Our website may contain links to other websites of interest. However, once you have used these links to leave our site, you should note that we do not have any control over that other website. Therefore, we cannot be responsible for the protection and privacy of any information which you provide whilst visiting such sites and such sites are not governed by this privacy statement. You should exercise caution and look at the privacy statement applicable to the website in question.

## **Controlling your personal information**

You may choose to restrict the collection or use of your personal information in the following ways:

whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by anybody for direct marketing purposes

if you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us at [contactus@cheekychopstoy.com](mailto:contactus@cheekychopstoy.com)

We will not sell, distribute or lease your personal information to third parties unless we have your permission or are required by law to do so. We may use your personal information to send you promotional information about third parties which we think you may find interesting if you tell us that you wish this to happen.

You may request details of personal information which we hold about you under the Data Protection Act 1998. A small fee will be payable. If you would like a copy of the information held about you, please write to: 30 The Pallant, Worthing, West Sussex BN12 6AY.

If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible, at the above address. We will promptly correct any information found to be incorrect.

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