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What we collect:

We may collect the following information: name and job title contact information including email address demographic information such as postcode, preferences and interests other information relevant to customer surveys and/or offers What we do with the information we gather This information is 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

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 may 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 info@preciousearth.co.uk. 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 on you please write to Precious Earth, The Old Garage, West Street, Knighton, Powys LD7 1EN. 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 info@preciousearth.co.uk. We will correct any information found to be incorrect.

Online Shop Terms and Conditions:

1. Your Account (Where Applicable) If you use the Website, you are responsible for maintaining the confidentiality of your account and password (if applicable) and for restricting access to your computer to prevent unauthorised access to your account. You agree to accept responsibility for all activities that occur under your account or password. You should take all necessary steps to ensure that the password is kept confidential and secure and should inform us immediately if you have any reason to believe that your password has become known to anyone else, or if the password is being, or is likely to be, used in an unauthorised manner. Please ensure that the details you provide us with are correct and complete and inform us immediately of any changes to the information that you provided when you registered.

2. Product Display Images used throughout the catalogue are for illustration purposes only. While we strive to ensure that the correct images are used, this is not always possible and in some cases the image used may differ slightly from of the product itself.

3. Returns Right of Retraction Precious Earth allows you 7 working days to notify us when returning a product that you are not satisfied with. You must then return the product within 10 working days, at your own expense, with your invoice. We request that you send us any returned items by registered post and that you purchase insurance with the carrier for the appropriate value. This is necessary should the goods be lost or damaged in transit. Shipping fees remain the customer's responsibility. The present right of return only applies to products that are returned in their original, complete packaging and in working condition. Any product that has been damaged, is not in its original packaging, has packaging that has been worn beyond simply opening the product may not be refunded. The deadlines mentioned above are effective from the date of receipt of the order. You can contact Precious Earth by phone 01547 52 80 80 or email sales@preciousearth.co.uk. If the product is returned within 10 days of its delivery (the post mark being proof thereof) and meets the aforementioned requirements, the User will be reimbursed via the same payment method as was used initially. Cancelling Orders & Returning Faulty Goods Requests to cancel orders or return faulty goods should be sent to sales@preciousearth.co.uk. You can cancel any order within 72 hours after we have received it. You can return unopened items from a cancelled order within 7 days after they have been delivered to you. The right of return only applies to products that are returned in their original, complete packaging and in working condition. We reserve the right to charge a restocking fee plus shipping fees for cancellation of orders where appropriate. Please note that shipping fees are the client's responsibility except if the product does not conform to the description of said product (the client is responsible for any damage during the shipment of returned goods). For other returns scenarios, please call 01547 52 80 80 between the hours 9am to 5pm except Sundays and Mondays (Wednesdays 9am to 1pm) or email sales@preciousearth.co.uk. Please see our 'contact us' page on our website 'www.preciousearth.co.uk' for full opening times and address.