

Future Cheer Terms & Conditions



Business Description and who we are:-

Future Cheer is a company that supplies Cheerleading Competitions, Training, Instructional Courses, Apparel and Goods. Our office is based at 37a High Street, Carshalton, Surrey, SM5 3BB. Contact telephone Number: 0208 669 2555.

All prices and charges on this site are in UK pounds. They include any VAT payable, or where indicated is to be added, but exclude delivery charges

General Information:-

These Terms and Conditions apply to all transactions on this site. Please read them carefully. They do not affect your statutory rights

Privacy Policy:-

Any personal details you type in or submit, such as name, address, email address, etc or Information supplied by you will be used by us to process your order. This information will only be held as long as necessary to fulfill your request or our legal requirement to Insurance and Government. Future Cheer will not record or keep Credit / Debit card information on record. Your personal information will not be passed onto, sold or shared with any other person or company outside of the company unless **Future Cheer** is acting as an agent. The information will then be destroyed as soon as practical. Any personal information we collect from you will be used in accordance with the Data Protection Act 1998 and other applicable laws.

Website Data:-

Data which allows us to recognise you, your preferences and how you use this website. This saves you from re-entering information when you return to the site. This data is collected by cookies from your navigation around the site. A cookie is a small amount of data which we send to your computer. The data is then stored on your browser or hard disk. Most web browsers can be set to prevent you from receiving new cookies, notify you before accepting cookies or disable cookies altogether. Details about this can normally be found in the Help facility provided with your browser. If you disable cookies, you will not be able to receive personalised facilities and your progress to check out may take longer. The cookies store information only for as long as you are viewing the website. If you do not want your visits to our website to be monitored in this way you can find out more about removing cookies by going to www.aboutcookies.org.

Shipping Policy:-

Future Cheer make every effort to keep our delivery charges as low as possible. Our charge depends on the type of product ordered and what service you choose. We will be happy to confirm the cost by telephone, if not indicated on the Website.

Current Delivery Services

- **Royal Mail standard first Class Service.** This is only used for very small and low value items. There are no guarantees of delivery over and above those given by the Royal Mail.
- **Royal Mail First Class Recorded Delivery.** This is used for small to medium items of some value and a signature is required to confirm delivery. There are no guarantees of delivery over and above those given by the Royal Mail.
- **Courier Next Day.** This is the preferred delivery by Future Cheer and the service we will send most items by. Under normal circumstances and if in stock goods ordered and paid for by 2pm on that day will be dispatched by courier for next day delivery. The goods will be sent to the delivery address and a signature will be required. There are no guarantees of delivery over and above those given by the courier company.
- **Bespoke Delivery.** This service is for High Value large items, where a courier is needed to make a specially arranged delivery. This service will only be arranged with you at your request and bespoke to you.

Returns Policy:-

Future Cheer will exchange and refund items ordered only after the customer has contacted us by phone or email, stating why the item is being returned. It is the responsibility of the customer to arrange for the safe return of the goods by a reputable courier and enclose their name, address, contact telephone number and a written explanation for the exchange or refund.

All apparel and goods (*apart from uniforms which are made bespoke to a customers own requirements and specifications*) that are ordered on this website can be returned for a full refund to the value of the item, within seven days of delivery to the customer. The cost of returning and delivery of the goods is the responsibility of the customer. For a full refund goods must be returned unused and in its original unmarked packaging. Items returned after seven days will be subject to a 25% restocking fee.

Faulty or wrongly supplied goods will be exchanged or refunded (*limited to its purchase value*) and we will refund the cost of the post to return the item.

Competition ticket refunds will not be accepted after the competition registration deadline, please website for details.

Contact Information:- For more information please contact us on **0208 669 2555**
email fcadmin@btconnect