

Fox International is a trade name of **Fox International Group Limited**

Company No. 114097

VAT No. 415 619848

## **THE LEGALS**

These Terms and Conditions apply to the web pages displayed under the [www.foxint.com](http://www.foxint.com) URL and all other web pages operated by Fox International (together the "Site").

Please read these terms and conditions carefully, they will apply to your use of the Site including on-line services available. From time to time we may change these terms and conditions and will post revisions on this Site. We recommend you regularly review these terms and conditions and your continued use of this Site will constitute acceptance of any changes to the website terms. These terms and conditions shall not affect any statutory rights which you may from time to time be entitled to, to the extent that such rights cannot be varied or excluded by law.

You acknowledge that you are solely responsible for all electronic communications sent from your computer to us. You must use the Site for lawful purposes only.

This Site may contain links including hyperlinks which are provided for your convenience and the inclusion of any link does not imply endorsement or approval by us of the linked website, its operator or content and we accept no liability in this respect.

You acknowledge that Fox International makes no representation or warranty in respect of the availability of the Site or that it is error free. You are responsible for ensuring that your computer system meets all relevant technical specifications necessary to use this Site. You also understand that we cannot and do not guarantee or warrant that any material available for downloading from the Site will be free from infection, viruses and/or other code that has contaminating or destructive properties. You are responsible for implementing sufficient procedures and virus checks (including anti-virus and other security checks) to satisfy your particular requirements for the accuracy of data input and output. You may contact our Customer Services Team at [customerservices@foxint.com](mailto:customerservices@foxint.com) to advise us of any difficulties you may be experiencing with use of this Site.

The use of data that you provide to us or which is collected by us on this Site is governed by our Privacy and Security Policy.

We will not be liable to any person for any loss or damage which may arise as a result of any failure by you to protect and keep confidential your password or account details. You are solely responsible for your password and account and any transactions on your account.

These terms and conditions shall be governed by and construed in accordance with English law, and both Fox International and you agree that any dispute arising under or in connection with these terms and conditions shall be referred to the non-exclusive jurisdiction of the English Courts.

## **CONTACT US**

If you wish to contact us please do so by either writing to us at the following address:

Customer Services  
Fox International Group Ltd.  
1 Myrtle Road  
Brentwood

Essex  
CM14 5EG  
United Kingdom

or you may call us on +44 (0)208 559 6500  
or e-mail us on [info@foxint.co.uk](mailto:info@foxint.co.uk)  
or fax us on +44 (0)20 8501 1655

#### **PRODUCTS ADVERTISED ON THE SITE**

Prices quoted on the Site for products offered for sale by Fox International's authorised stockists in the United Kingdom are recommended retail price only, and the actual price charged by your stockist may vary from these prices.

Prices quoted on the Site for products offered for sale by Fox International directly through the Site are quoted exclusive of postage and packaging, and may vary depending on your location and the sales taxes applicable in your jurisdiction.

If a product offered by Fox International itself is not as described, your sole remedy is to return it in unused condition as outlined in our Returns & Exchanges policy. Fox International reserves the right to modify or alter prices or product specifications in any respect without prior notice.

#### **YOUR PERSONAL INFORMATION**

Fox International will try to ensure that your details are accurate and kept up to date. Information is collected lawfully and in accordance with the Data Protection Act 1998. The information gathered will be kept in accordance with our Privacy Policy.

To update your account information ie, if you change address, log in to your account at the Fox website and make any alterations required.

You are entitled to receive a copy of the information we hold about you via an electronic Subject Access Request. Please email us at [info@foxint.com](mailto:info@foxint.com) to begin the request process.

#### **BUYING A PRODUCT OR SPARE ON THE FOX WEBSITE**

All products advertised by Fox International on-line via the Site are sold subject to acceptance of the order by Fox International and availability of the product and are sold by Fox International subject to Fox International's Terms and Conditions of Sale.

Fox International reserves the right to withdraw any product from the Site at any time and we may refuse to process any transaction at any time at our sole discretion.

Where Fox International accepts an order from you to purchase products, the language that shall be offered to you shall be English only.

#### **Step 1**

Locate the product or spare you wish to purchase by using the search facility or by browsing the Fox website and select "Add to Basket".

We will check stock levels and if available you will receive a message advising you that the item has been added to your shopping basket. If out of stock you can contact our customer services

department to check availability.

If you are not signed in to your account or if you are a first time customer, you will be taken to a page with three options: Login in to your account, Register for an account or to select your country of residence. Fox Store products are only available to selected countries. A list of countries that can purchase Fox Store products online can be found at registration or when choosing your country of residence.

After making your choice visit your basket showing the Product Code, Product Description, Product Options (if any), Product Quantity and the Price (Including VAT) of the product you selected to add to your basket. Also the basket will show the total number of products selected and the Total price (Excluding Delivery Charges).

You can view your basket by clicking the basket symbol at the top of the page. To remove/alter basket items click the plus, minus or remove symbol.

#### Step 2

On the basket page, click the "Continue" button. The Your Information page gives you the option to log in to or create an account for checkout and delivery purposes. When logged in your details are automatically filled in with the details you provided when creating your account. You can change the delivery name and address if required but the address must be within the same country as the cardholders address. The information gathered will be kept in accordance with our Privacy Policy.

Fox International will only allow orders to our deliverable countries. If you country is not available a message will be displayed to advise you to contact our customer services department on [customerservices@foxint.com](mailto:customerservices@foxint.com).

Press "Continue" for the next step.

#### Step 3

Shipping options are displayed with delivery charges. Press "Continue" for the next step.

#### Step 4

Accept and review your order. Payment and delivery details along with your ordered items with delivery charges are displayed. Review your information and press the "Back" button to make any changes. Once you are happy with the details press the "Accept & Pay" button

#### Step 5

UK Orders - On our secure payment page with Barclays Bank, please enter all your credit card details. The total amount payable will be displayed. Click "Continue" to finalise your payment details with Barclays.

All other orders - On our secure payment page with Ogone, please enter all your credit card details. The total amount payable will be displayed. Click "Continue" to finalise your payment details with Ogone.

Please note we do not collect or store any card data via this website.

#### **RETURNS AND EXCHANGES POLICY**

You will receive from Fox an Invoice (Receipt) and a Dispatch Note.

Goods can be returned for full repayment (including delivery charge) if they are found to be faulty or if the incorrect item has been dispatched by Fox International within 14 days after receipt of goods.

If the goods have been dispatched as ordered but are unwanted then they can be returned to us within 28 days\* from the purchase date for a repayment or exchange. Only the cost of the goods will be repaid. Any delivery charges incurred are non-repayable. (\* This applies to internet and mail-order sales only.)

If the goods have been dispatched as ordered, but are unwanted due to their description on the website being incorrect or misleading, then they can be returned for a repayment or exchange (including delivery charge) within 14 days after the receipt of the goods.

All items must still be unused, have their original packaging and labelling, and be accompanied by the original delivery note. Nothing in these conditions affects your statutory rights as a consumer. The card used for the purchase will be credited with the original purchase amount (less any delivery charge paid where appropriate.)

For faulty item returns, Health & Safety regulations require that the goods must be clean and free from mud and dirt, otherwise the items cannot and will not be processed. Please use Royal Mail Postage, for items over £20.00 in value you should use their 'Compensation Fee Parcels' service and for items up to £20.00 you should also opt for a 'Proof of Posting Certificate'. If goods are faulty, or there is an error on our part then we will be happy to repay postage costs based on the pro rata costs of the Compensation Fee Parcel service. Please ensure that you enclose a copy of your receipt with the goods for all returns and exchanges. If you have any queries please contact our After Sales team on +44 (0)208 559 6500 or email them [customerservices@foxint.com](mailto:customerservices@foxint.com).

Out-of-stock goods marked 'To Follow' on your delivery note will be forwarded automatically - you don't need to contact us again. If the goods are not received within 30 days, as stated by the Distance Selling Regulations then the consumer has the right to cancel their order. Should you have any further queries, please don't hesitate to contact the Sales department at [customerservices@foxint.com](mailto:customerservices@foxint.com), or call on +44 (0)208 559 6500.

#### **CANCELLATION DETAILS**

Fox International endeavour to comply with The Distance Selling Regulations and subject to the provisions being met of our Returns & Exchanges policy, details above, every customer has the right to cancel their order within 7 days of receiving the goods.

#### **DELIVERY DETAILS**

Some parcels will require a signature upon receipt of goods.

Goods will be delivered as stated below, Fox International endeavour to deliver your items as quickly as possible. At this time Fox International are unable to deliver to PO Boxes, therefore any delivery to such an address will not be processed.

Fox International are more than happy to arrange delivery to your place of work or a convenient alternative address. Please fill out the "Shipping Information" section when ordering.

UK Mainland Charges  
Value Charge

£0 to £10 £1.50  
£10.01 to £20 £5  
£20.01 upwards £6

### **Overseas Deliveries & Charges**

Delivery will be charged according to volumetric weight. Alternatively please contact Fox International by email at [customerservices@foxint.com](mailto:customerservices@foxint.com) with details of the items you wish to purchase and Fox International will calculate the delivery charge for you and advise you on how to proceed with the order.

Deliveries to Norway, Switzerland, Iceland and Liechtenstein will require a personal ID number supplied for each dispatch in accordance with EFTA regulations. Any additional duty charges, must be paid by the customer. Should these charges be paid for by Fox International, the customer's payment card will be debited with the additional charge. This will include any additional charges that are made by Fox International to the carrier a £10 administration fee may also be levied if required.

### **The Syndicate**

The Syndicate club is a regular communication by email from Fox International featuring latest Fox carp news, editorial content and information about our new product releases. We will also communicate details of our video series from our YouTube channel. Members will have exclusive access to competitions and content via the Fox website Syndicate page. You will also have first sight of our yearly product catalogue and other carp related electronic publications.

The information gathered will be kept in accordance with our Privacy Policy.

### **OUR MANUFACTURER GUARANTEE - WARRANTY POLICY**

Fox International products are warranted for one year from the date of purchase against manufacturer defects only. Coverage is valid only with proof of purchase from an authorised Fox dealer. The Fox warranty program does not cover any damage to your product like scratches, dents and breakage but only where the manufacturing is proved to be defective. Normal wear and tear, damage due to misuse, alteration to the product, or negligence are not covered under this warranty. Any kind of alteration to your product will void warranty.

Some Fox electrical items will be covered for a period of two years. We reserve the right to amend this time frame to a minimum of one year as per the above details.

What is not covered? - Even though the applicable warranty period may not have expired, certain conditions may invalidate Fox International warranty coverage. By way of example, but not all inclusive. Fox will not issue replacement product or credit for returned products that have experienced:

- \* Excessive use
- \* Any type of abuse or mistreatment
- \* Lack of proper maintenance
- \* Use of other manufacturers replacement items
- \* Any kind of alteration
- \* Any kind of neglect
- \* Normal wear and tear

There may be consumer rights applicable within your country that is different to any/all of the

above. In all such cases Fox International will abide by the local governing laws. Your statutory rights are not affected.

#### **FOX WARRANTY REGISTRATION**

When you purchase a Fox International product that product may be eligible for a Warranty. You may complete your warranty using our online registration facility giving your Full Name, Address, Country of Residence, Email Address and Telephone along with details of the products purchased or with the warranty card. The information gathered will be kept in accordance with our Privacy Policy.

#### **INTELLECTUAL PROPERTY RIGHTS**

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A number of Fox International's products are covered by intellectual property rights in a number of jurisdictions including patents, registered designs and copyright, and are sold under the registered and unregistered Trade Marks proprietary to or licensed to Fox International.

#### **CUSTOMER SERVICES**

All customer services enquiries, including spares ordering and collection, can only be sanctioned by contacting Fox International over the telephone, 0208 559 6500 or via email [customerservices@foxint.com](mailto:customerservices@foxint.com), you can also contact your nearest Fox retailer. Our head office and warehouses do not hold facilities to handle customer service enquiries and are not retail outlets open to the general public, therefore anyone who arrives at these premises will be re-directed to the above contact details and refused entry.