

## **Terms and Conditions of Sale by Club Triumph Ltd**

Club Triumph Ltd is managed and maintained by unpaid volunteers.

### **Delivery Information**

We always do our best to respond to you the customer as soon as we can but ask that you be patient while we process your order and will reply to queries within a reasonable time frame.

We will undertake to deliver your order within 10 working days, also we will post orders which are in stock within 2-3 working days by Royal Mail 2<sup>nd</sup> Class delivery service, so tracking is not available (unless otherwise advised). Delivery times are an estimate and can never be guaranteed. We are not responsible for wrong or undeliverable addresses supplied by you.

Overseas orders will be posted by standard mail but the cost will depend on the size and weight of the item, also whether you would like to track or get confirmation of delivery. We will require overseas customers to contact us before ordering for postage costs. We do not bear any customs duties that may be levied on overseas orders.

If you the customer require delivery information please contact us quoting your order reference and we will aim to reply as soon as possible.

### **Warranty and Returns**

You the customer have the right to cancel your order within 14 days, starting the day after the day on which the goods come into the physical possession of the consumer, or the person to whom the customer asks us to deliver the goods. You must give notice in writing by letter or email that you would like to cancel your order. You should then return the goods in a saleable condition. All goods should be in the condition supplied at the point of sale and with their original packaging which should be the condition it was sent to you, within 14 days of informing us of the cancellation. It is essential you pay the cost of delivery back to us and we will refund the original cost of the goods within 14 days of receipt of goods. Return postage will only be refunded if the goods are found to be faulty.

Refunds will not be given for specially ordered items for example Key cutting services unless the items are deemed faulty.

In the event that a dispute between the Club and the consumer has not been resolved, either side can resort to the use of the Alternative Dispute Resolution for Consumer Disputes (ADR):

<https://webgate.ec.europa.eu/odr/main/index.cfm?event=main.home.chooseLanguage>

All time periods quoted will be extended to the next working day if they end on a Saturday, Sunday or Bank Holiday. This includes all cancellation periods and the time limits for returning goods, providing refunds, etc.

### Damaged or Faulty Goods

All goods are guaranteed against faults and manufacturing defects for 30 days from receipt of goods. Our goal is to communicate promptly and willingly with all our customers in relation to any issues with received goods. This does not affect your statutory rights

### The Returns Process

Contact us with your order number and a description of the problem in the allotted time frame. We will reply authorising the return of the product with instructions of where and how to return.

On receipt of the faulty goods we will examine them to determine whether the goods were faulty due to a manufacturing fault/defect or whether they have been damaged through misuse. If it is decided that the goods were faulty/defective due to a manufacturing fault we will dispatch a replacement. If a replacement is not available a full refund will be issued. If it is decided that the fault in the goods was caused by your misuse or negligence, we will inform you of this and we will return the goods to you at your cost or dispose of the goods at your instruction. If you do not decide within 28 days to have the goods returned to you, or disposed of, we will dispose of the goods.

### Please Note - Club Shop clothing

The images of the products in our Club Shop are for illustrative purposes only. Although we have made every effort to display the colours accurately, we cannot guarantee that your computer's display of the colours accurately reflects the colour of the products, so they may vary slightly from those images.

Items are normally sold in Club colours: Navy with gold emblem although at times we do have other alternatives but shades may vary from different manufacturers.

Any enquires regarding Club Shop or Spares should be sent to: [shop@club.triumph.org.uk](mailto:shop@club.triumph.org.uk)

## Membership

The Membership fee is payable in advance and is for one calendar year.

As a new Member you have the right to cancel your membership within 14 days, starting the day after the day on which the membership card comes into the physical possession of the member, or the person to whom the member asks us to deliver the membership card to. It is not refundable after the 14 days, starting the day after the day on which the contract was made. You must give notice in writing by letter or email that you would like to cancel your membership with the Club. If a refund is payable, your membership card, magazine and all other documentation sent must be returned to the Membership Secretary at your own expense within 14 days of informing us of the cancellation. It is essential you pay the cost of delivery back to us and we will refund the original cost of membership within 14 days of receipt of goods.

Application of candidates for membership of the Club shall be submitted to the Committee by the Secretary and the election of such candidates shall be at the discretion of the Committee. A vote of one third against any membership shall exclude that candidate from membership.

Any member wishing to resign their membership shall give notice in writing of such desire to the Membership Secretary, on or before the date on which their subscription would have become due for renewal in any year. Also, any member ceasing, voluntarily or otherwise, to be a member of the Club, shall thereafter cease to have any claim upon the property of the Club or enjoy any privileges of membership, but they shall remain liable for the payment of any debts due to the Club from him or her.

Any member whose membership ends may need to contact their Insurance Company and notify them of their termination of membership of the Club, if their membership of the Club was used to purchase insurance on any vehicle.

Any enquires regarding membership should be sent to: [membership@club.triumph.org.uk](mailto:membership@club.triumph.org.uk)

## Events and Shows

Any payments taken in respect of Club organised events will have their own terms and conditions published as part of the announcement. Any refunds for event withdrawal will be issued in line with these. This does not affect your consumer rights.

## Privacy Policy

We will not sell or share your personal information held to any third party. We may use your information to contact you regarding your membership renewal, Club events and shows and sending magazines and Secretary's Notes. Your local Area Organiser will be informed of your membership upon joining and may wish to contact you regarding up and coming local activities.

Under the Data Protection Act you have the right to ask the Club to supply all information it holds about you. If you require this please contact us at: [enquiries@club.triumph.org.uk](mailto:enquiries@club.triumph.org.uk). There is an administration fee of £5.00 for this service to be paid in advance.

### Secure Website

When purchasing goods and services you will be connected to a secure website starting with https://: This is an encrypted site and is therefore safe to use to exchange credit card details and is run by Lloyds Banking Group Cardnet Services.

### Paying for Goods and Services

We accept payment through our secure website, by phone and by post. All major credit/debit cards are welcome or cheques made payable to Club Triumph Ltd. Cheques must be drawn on a UK bank. All payments are to be made in Pounds Sterling (GBP). Any currency exchange costs are to be covered by the consumer.

We are not a VAT registered company therefore none of our prices show any VAT contributions.

No credit card details are held or retained by Club Triumph when paying via one of the above mentioned methods.

All time periods quoted will be extended to the next working day if they end on a Saturday, Sunday or Bank Holiday. This includes all cancellation periods and the time limits for returning goods, providing refunds, etc.

### Club Triumph Ltd

Registered Office:

Club Triumph Ltd.  
Suite A, 10<sup>th</sup> Floor  
Maple House  
High Street  
Potters Bar  
Hertfordshire  
EN6 5BS

Company Registration Number: 4961210

## Cancellation Form – Club Shop

To:  
Club Triumph Ltd  
Club Shop  
108 Hollow Way  
Cowley  
OX4 2NH

Email: [shop@club.triumph.org.uk](mailto:shop@club.triumph.org.uk)

I/We [\*] hereby give notice that I/We [\*] cancel my/our contract of sale of the following goods [\*] / for the supply of the following service [\*], ordered on [\*] / received on [\*].

Name of consumer(s),

Address of consumer(s),

Signature of consumer(s) (only if this form is notified on paper)

Date

[\*] Delete as appropriate

## Cancellation Form - Membership

To:  
Club Triumph Ltd  
Membership Secretary  
95 Lonsdale Drive  
Enfield  
EN2 7LS

Email: [membership@club.triumph.org.uk](mailto:membership@club.triumph.org.uk)

I/We [\*] hereby give notice that I/We [\*] cancel my/our contract of Membership  
Ordered on [\*] / Received on [\*].

Name of Member(s),

Address of Member(s),

Signature of Main Member (only if this form is notified on paper)

Date

[\*] Delete as appropriate