Online Sales and Services Terms and Conditions

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Related documents	W01 Website Terms of Use; Privacy Notice; Cookie Policy; Q01 Complaints Policy; product-specific terms

1. About us, scope and product-specific terms

BLoT means Bugle Library of Things CIC, company number 12846276, registered office 48a Fore Street, Bugle, St Austell, Cornwall, PL26 8PE. Email hello@blotcic.org; Freephone 0800 009 6409.

These terms apply to online purchases made from BLoT as the seller, including physical goods, merchandise, event tickets, booked activities, workshops, paid services and any other products that we offer. We may introduce other products later, including digital content and subscriptions. A specific product, event or service may have additional clearly displayed conditions. Any mandatory consumer right takes precedence over conflicting terms.

Lottery entries and other regulated products have their own rules and should not be sold simply under these general terms: see section 12. Voluntary donations follow W01 and the terms displayed at the donation point.

2. Products, descriptions, eligibility and restrictions

Product pages will state the main characteristics, current price, any applicable VAT and unavoidable charges, eligibility criteria, availability and relevant delivery or booking restrictions. Some products or activities may be restricted to specified places or participant groups; such restrictions will be identified before purchase.

Images and descriptions are illustrative where stated; material differences or changes will be communicated fairly. Goods may be new or second-hand where clearly described. We will identify any relevant age restrictions, admission rules, physical requirements or attendance conditions at the point of purchase.

3. Guest checkout, contract formation and payment

Orders are submitted using guest checkout. Before placing an order, customers can review goods or services, quantities, total price, tax where applicable, delivery charges, dates and key restrictions and correct input errors. Placing an order is an offer to buy; BLoT accepts it when we send an acceptance or dispatch/booking confirmation, as the checkout explains. Automatic receipt of an order does not necessarily mean acceptance where clearly stated.

Stripe processes online payment securely. Most orders require immediate payment. If BLoT expressly offers invoice, deposit or later-payment terms for an item, the checkout or written confirmation will state the amount, due date, and consequences of non-payment before the order is placed. No unspecified charge will be imposed.

We send an automated confirmation by email with the order details and applicable terms in a format the customer can retain. Where an order cannot be accepted, any payment taken will be refunded without undue delay. BLoT may check suspected fraud or errors before fulfilment.

4. Price, availability and corrections

Prices and optional delivery costs are shown before commitment to pay. We will not charge undisclosed mandatory extras. If an obvious pricing or stock error occurs, we may contact the customer before accepting an order to offer the correct terms or decline and refund the order. Accepted orders remain subject to mandatory law.

We will tell customers where a product is unavailable or a booking cannot be fulfilled and offer lawful remedies, including a refund where appropriate.

5. Delivery and collection of goods

Physical goods can be collected from the Bugle Community Hub or delivered by post where the checkout offers these options. We supply across the United Kingdom, subject to any published geographic, service or carrier restrictions. Delivery charges and any estimated dispatch or arrival window are displayed at checkout.

Unless a different timeframe is expressly agreed, we will deliver goods without undue delay and within 30 days of the contract. If we miss an agreed essential delivery date or fail after an appropriate additional period, customers may exercise applicable cancellation and refund rights. Risk generally passes to the consumer when the goods come into their physical possession or that of a person they nominate, subject to the law.

For collection orders, the confirmation explains collection arrangements. Bring the order reference and any requested identification; we will not retain identity information beyond what is reasonably required. Uncollected orders will be handled fairly with notice and regard to consumer rights.

6. Paid services, workshops, dated events and admission

For bookings, we will state the venue or delivery method, date and time where relevant, the service offered, any accessibility or participation conditions, the price and cancellation arrangements before purchase. Tickets and confirmations may be checked at entry. BLoT will make reasonable adjustments in accordance with applicable law.

If BLoT cancels an activity or event, we will offer a choice between an appropriate alternative date or a full refund of the affected booking. If an event is rescheduled or materially changed, we will explain the options and honour statutory remedies. We are not automatically liable for separately purchased travel or accommodation, subject to applicable law.

Date-specific leisure events can be exempt from the standard 14-day change-of-mind cancellation right where the legal conditions apply. Any such exception will be stated clearly at the point of sale. Faulty or misdescribed services and cancelled events remain subject to consumers' legal remedies.

7. Statutory cancellation rights for goods and services

For most qualifying distance sales of goods to consumers, a customer has a right to cancel without giving a reason within 14 days after receiving the goods. Different rules may apply where goods arrive separately. A qualifying service contract generally has a 14-day cancellation period beginning the day after the contract is made.

Exceptions depend on the product and circumstances. The checkout and confirmation must explain any applicable right, exception and cancellation process.

Customers may give a clear cancellation notice to hello@blotcic.org or by post to our registered office; no special wording is required. Where required by law, BLoT will provide a model cancellation form. For qualifying cancelled goods, customers generally have a further 14 days to send goods back after notifying cancellation; refunds will be processed within the lawful period, using the original payment method unless otherwise agreed. Ordinary return costs may be payable by the customer only where lawfully disclosed in advance.

For services requested to begin during a cancellation period, BLoT will obtain any required express request and explain any lawful proportionate payment on cancellation. We will not incorrectly remove cancellation rights by simply including a statement in these terms. Digital content, personalised goods, hygiene-sensitive sealed items and some dated services may have different rules.

8. Faulty goods, unsatisfactory services and refunds

Customers retain their rights under the Consumer Rights Act 2015 and other applicable law where goods are faulty, not as described or not of satisfactory quality, or services do not meet statutory standards. Available remedies depend on circumstances and may include repair, replacement, repeat performance, price reduction or refund.

Customers may return eligible goods by post or to the Bugle Community Hub, using the contact details and return instructions supplied when a return is authorised or required. Nothing imposes an extra discretionary returns policy beyond statutory rights. Harry Deacon coordinates returns, cancellations and refunds; contact hello@blotcic.org with order details but not complete payment card data.

For lawful refunds we process payment back through Stripe, normally to the original payment method, within the applicable statutory period. The time taken to appear in an account may also depend on the payment provider.

9. Recurring paid subscriptions and future recurring services

Where a paid subscription or automatically renewing purchase is offered, the checkout must disclose total and recurring charges, billing frequency, minimum commitment (if any), renewal, cancellation instructions and any applicable cooling-off rights or reminders. No customer will be enrolled through a pre-ticked option or undisclosed recurring charge.

Customers will be able to cancel through a straightforward process disclosed at sign-up, including an online cancellation route where legally required. Confirmation of cancellation and any lawful refund will be supplied. The rules applicable to a subscription depend on the type and date of contract, and BLoT will update checkout and terms to comply with subscription legislation as brought into force. Paid subscriptions must not be activated until these requirements have been checked.

Recurring voluntary donations are governed by W01 and are distinct from subscriptions purchasing goods or services.

10. Customer communication, data and accessibility

We will send purchase confirmations, material updates and necessary service information to the contact details supplied. Customers should notify us promptly if an email address is incorrect. Order information is handled under our Privacy Notice; cookies and related technology under the Cookie Policy. We provide reasonable access arrangements and an Accessibility Statement.

Complaints about products and services can be raised through Q01 Complaints Policy. Its internal handling timescales do not delay or reduce any statutory cancellation or refund rights.

11. Limits of responsibility and governing law

We take reasonable care in delivering products and services and do not seek to exclude liability that cannot lawfully be excluded, including for death or personal injury resulting from negligence, fraud or fraudulent misrepresentation. No term removes mandatory consumer protections or remedies. We are not responsible for events beyond reasonable control to the extent legally permissible; we will communicate fairly and provide lawful refunds or other remedies where due.

These terms are governed by the law of England and Wales, subject to mandatory consumer protections and jurisdiction rules that may apply elsewhere in the United Kingdom. We undertake one scheduled formal Board review annually, and address material legal or product changes sooner when necessary. The terms applicable to an accepted order will not be changed retrospectively without a lawful basis.

12. Lottery tickets and other regulated or special products

BLoT operates a registered small society lottery in accordance with applicable gambling legislation and the requirements of its licensing authority. Lottery tickets may be purchased through our website, subject to the specific rules and conditions of each lottery.

Each lottery will clearly display the ticket price, draw date, eligibility requirements, prize information, responsible promoter and any other information required by law. Full lottery rules will be available to customers before purchasing tickets.

Lottery participation is restricted to individuals aged 16 or over, in accordance with applicable society lottery legislation. BLoT operates appropriate age-verification measures and reserves the right to refuse or cancel entries where eligibility requirements are not satisfied.

Lottery tickets are not ordinary retail goods and are not generally subject to the standard 14-day distance-selling cancellation rights. Any cancellation, refund or prize arrangements will be governed by the published rules of the relevant lottery and applicable legislation.

Lottery proceeds will be used to support BLoT's community purposes, subject to applicable statutory requirements and the rules of the lottery.

Where BLoT introduces other regulated products or services, any additional eligibility requirements, restrictions and specific terms will be clearly communicated before purchase. Such products and services will be provided in accordance with applicable legislation.

13. Contact and updates

For orders, cancellations, fulfilment and returns contact hello@blotcic.org or 0800 009 6409; postal address: Bugle Library of Things CIC, 48a Fore Street, Bugle, St Austell, Cornwall, PL26 8PE. Website policies and any product-specific conditions will be made available before checkout and in the order confirmation.


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