



Terms & Conditions

The website www.parrotstreet.com ("the website") is owned and operated by Parrot Street Ltd. References to "we", "us", or "our" are references to Parrot Street Ltd. We are a company registered in England and Wales (company number 10754547). Our registered office and address for correspondence is 83 Malden Hill, New Malden, Surrey KT3 4DS.

These terms and conditions regulate the business relationship between you and us. When you buy from us or use our website, you agree to be bound by them. No person under the age of 18 years may purchase our products or services. If you are under 18, please ask an adult for help with your purchase.

We may change these terms from time to time. The terms that apply to you are those posted here on our website on the day you place your order.

These terms were last updated on 21st June 2018.

1. Orders and payments

- 1.1. The prices on our website are shown in GBP.
- 1.2. Payment can be made by credit or debit card. We will charge your account for payment upon receipt of your order and subscription renewal via the Stripe platform.
- 1.3. It is essential that you provide us with a valid email address at the time of placing your order. We will accept your order by email confirmation and that is when our contract is made.
- 1.4. We reserve the right to remove any of our product range from sale at any given time without providing public notice of our intention.
- 1.5. We reserve the right to cancel the ongoing agreement that we have with you and will provide full reimbursement of the remaining balance should we decide to do so.

2. Purchasing a subscription

- 2.1. When purchasing a subscription you pay in advance to receive either 3, 6 or 12 of our monthly book deliveries (the subscription term). There is no option to cancel deliveries that have been paid for, other than as stipulated in 8.1.
- 2.2. At the end of each subscription term we automatically renew for another subscription term of the same duration. You can change the duration of the new subscription term by emailing us on hello@parrotstreet.com

- 2.3. All renewal payments will be taken on the 1st of the month in which you are due to receive the first book of your new subscription term. You can see when your next payment is due by visiting 'My Account' once logged into our website.
- 2.4. Where an additional shipping charge has been made for the first subscription term, this will be automatically applied to all subsequent renewals. (see 3)
- 2.5. You authorise us to arrange withdrawal of funds, from the credit or debit card you supplied upon ordering, at the start of each subscription term without further reference to you.
- 2.6. If you need to update your card details before your renewal payment please contact us on hello@parrotstreet.com
- 2.7. If your payment fails for whatever reason, you will be notified by email and we will retry the payment several times. You agree not to hold us responsible for banking charges incurred due to payments we take.
- 2.8. We reserve the right to change the price of our subscriptions at any time. We agree to notify customers at least 30 days in advance of any changes.
- 2.9. We will continue to take renewal payments, by your chosen payment method, until you cancel your subscription.
- 2.10. You have the option to cancel this renewal at any time before the renewal payment is taken by logging into your account and selecting 'Stop my renewal' from the 'My Account' section.

3. Shipping costs

- 3.1. We offer free shipping to the UK and Channel Islands for our 3, 6 and 12 month subscriptions. An additional shipping charge applies to all other destinations, as set out on our website.
- 3.2. We reserve the right to change our shipping charges at any time. We agree to notify customers at least 30 days in advance of any changes.

4. Purchasing and redeeming gift vouchers

- 4.1. When purchasing a gift voucher, you pay in advance for the recipient to receive either 3, 6 or 12 of our monthly book deliveries (the subscription term) plus any additional shipping charges that apply. (see 3.1)
- 4.2. You will be issued with a redemption code and instructions on how to use this code on our website to activate a subscription term.
- 4.3. It is your responsibility to keep the unique redemption code safe. We will not refund any value should the redemption code be used by a 3rd party.
- 4.4. To redeem the gift voucher an adult will need to create an account on our website (see 6) and set up a subscription for the gift recipient. It is suggested that this is the parent or guardian of the recipient.
- 4.5. No payment details will be taken when a gift voucher is redeemed, and once the subscription term has ended there is no automatic renewal.
- 4.6. Gift vouchers and redemption codes expire 2 years after the date of purchase.

5. Promotional Codes & Discounts

- 5.1. From time to time, we may offer you a promotional code or a discount against future orders. These codes and discounts are offered in good faith.
- 5.2. Unless otherwise stated, promotional codes can be used on both subscription and gift voucher purchases.
- 5.3. Unless otherwise stated, promotional codes only apply to the subscription price not any additional shipping charges that apply. (See 3.1)
- 5.4. Where a subscription is purchased using a promotional code, that discount is only applied to the first subscription term. Subsequent renewal payments will be taken at full price.
- 5.5. Promotional codes and discounts hold no monetary value.

6. Website account

- 6.1. In order to purchase a subscription or redeem a gift voucher, you must first register to set up an account on our website. No account is necessary to purchase gift vouchers.
- 6.2. If you use the website, you are responsible for maintaining the confidentiality of your account and password and for preventing any unauthorised person from using your computer.
- 6.3. You agree to accept responsibility for all activities that occur under your account or password. You must notify us immediately at hello@parrotstreet.com if you believe anyone has accessed your account without your authority. You must also log into your account and change your password.
- 6.4. We will do our best to maintain our website so that you have constant use, but there will be times when your use may be interrupted. Interruption for reasonable periods for maintenance or causes beyond our control is not a ground for repayment of money you have paid. When we are aware of the likelihood of down time, we will tell you in advance.

7. Delivery

- 7.1. The first book of any subscription will be shipped in the calendar month after the order is placed, unless a later delivery month is selected at the time of ordering.
- 7.2. We ship all subscriptions in the middle of the month and will provide email confirmation of despatch.
- 7.3. We do not receive proof of delivery so it is your responsibility to report any missing items, within 7 days of receiving the despatch email, to hello@parrotstreet.com
- 7.4. We will deliver to the address you gave us at the time of your order, so it is important that this address is accurate. If it is not, you will be liable for the costs associated with delivering a replacement.
- 7.5. If you need to update your address details please email us as soon as possible on hello@parrotstreet.com
- 7.6. We cannot accept any liability for any loss or damage to the goods once they have been delivered in accordance with your delivery instructions.
- 7.7. You will only own the goods once they have been successfully delivered and we have received cleared payment in full.

8. Cancellation

- 8.1. You have the legal right to cancel a subscription order placed on our website within 14 days of receiving your first delivery. If you would like to cancel on this basis please contact us on hello@parrotstreet.com. Subsequent orders and payments are not eligible for returns or refunds on this basis.
- 8.2. To receive a refund you will need to return the goods to us in a saleable condition and within 14 days of cancellation. We will refund you within 14 days of receiving your returned items.
- 8.3. If you would like to return an item by post you will need to cover the cost and we suggest you obtain a proof of postage receipt as we cannot accept responsibility for lost goods.
- 8.4. You are entitled to cancel the purchase of a gift voucher within 7 working days, from the day after you receive your voucher and so long as it has not been redeemed.
- 8.5. As stated in 2.10, you have the right to cancel the automatic renewal of any subscription at any time before the renewal payment is taken by logging into our website and visiting 'My Account'.

9. Dissatisfaction with the service

- 9.1. Our aim is to ensure our customers' complete satisfaction but we acknowledge that mistakes can be made or the quality of our service impacted by circumstances outside our control. If you are not wholly satisfied please contact us as soon as possible on hello@parrotstreet.com.
- 9.2. If your goods are damaged or lost in transit we will rectify this as quickly as possible at our own cost.
- 9.3. If you receive a book that you already own please get in touch and we will discuss the options available to you.

10. Your Personal Data

- 10.1. We collect personal data when you use our website or services.
- 10.2. Your personal data is treated in accordance with our Privacy Notice, which can be found on our website.
- 10.3. It is very important that the information we hold about you is accurate and up to date. Please let us know if at any time your personal information changes by emailing us at hello@parrotstreet.com

11. Intellectual Property Rights

- 11.1. The use of this website or our products for anything other than personal, non-commercial use is strictly prohibited.
- 11.2. We will defend the intellectual property rights in connection with our products and our website, including copyright in the content whether provided by us or by any other content provider.