

## **Terms and Conditions - Stationery**

### **Delivery Information:**

For General Stationery we offer a 1 to 2 day delivery service on all stocked items.

For bulky or non-stocked items our customer service team will email you a delivery date confirmation.

99% of stocked office stationery items are delivered the following working day. This applies on orders placed before 4pm. For orders placed later than this please add one extra day.

All deliveries must be signed for so please ensure someone is available.

**Free Delivery:** On orders valued over €59.99 Orders below this will incur a small delivery charge of €5.95(Both charges exclude VAT).

We do NOT deliver to PO boxes.

**Furniture:** Insurance covers Copymoore/Fileone to deliver furniture products to the ground floor only. If furniture needs to be delivered to a different level you will need to arrange this separately yourself. Please note that furniture items are delivered flat-packed and require self assembly.

**Returns:**The "cooling off" period is a period you have as an online consumer in which to make up your mind if you want the goods or not. By law, you have seven working days from the date of receipt of the goods in which you can cancel the contract. You do not have to have a reason to cancel - a simple change of mind is enough.

Please call **0818-222918** to arrange a return. Please ensure that the item is in its original packaging, is unopened and in a re saleable condition. Damaged, faulty products and shortages need to be immediately brought to our attention. Due to health and safety regulations the following cannot be returned: food or beverage goods, biscuits, coffee or water, clothing, safety clothing,

## **Terms and conditions for website usage**

Welcome to our website. If you continue to browse and use this website you are agreeing to comply with and be bound by the following terms and conditions of use, which together with our privacy policy govern Copymoore/Fileone's relationship with you in relation to this website.

The term 'Copymoore/Fileone or 'us' or 'we' refers to the owner of the website whose registered office is Main Street, Urlingford, Co. Kilkenny or Unit 10, Centrepoint, Centre Park Road, Cork. The term 'you' refers to the user or viewer of our website.

The use of this website is subject to the following terms of use:

- The content of the pages of this website is for your general information and use only. It is subject to change without notice.
- Neither we nor any third parties provide any warranty or guarantee as to the accuracy, timeliness, performance, completeness or suitability of the information and materials found or offered on this website for any particular purpose. You acknowledge that such information and materials may contain inaccuracies or errors and we expressly exclude liability for any such inaccuracies or errors to the fullest extent permitted by law.
- Your use of any information or materials on this website is entirely at your own risk, for which we shall not be liable. It shall be your own responsibility to ensure that any products, services or information available through this website meet your specific requirements.
- This website contains material which is owned by or licensed to us. This material includes, but is not limited to, the design, layout, look, appearance and graphics. Reproduction is prohibited other than in accordance with the copyright notice, which forms part of these terms and conditions.
- All trade marks reproduced in this website which are not the property of, or licensed to, the operator are acknowledged on the website.
- Unauthorised use of this website may give rise to a claim for damages and/or be a criminal offence.
- From time to time this website may also include links to other websites. These links are provided for your convenience to provide further information. They do not signify that we endorse the website(s). We have no responsibility for the content of the linked website(s).
- You may not create a link to this website from another website or document without Copymoore/Fileone's prior written consent.
- Your use of this website and any dispute arising out of such use of the website is subject to the laws of Ireland.

## **Privacy Statement Legal**

### **1. Introduction**

We at Copymoore/Fileone respect your right to privacy and comply with our obligations under the Data Protection Acts 1988 and 2003, Directive 95/46/EC of the European Parliament and of the Council of 24 October 1995. The purpose of this Web Site Privacy Statement is to outline how we deal with any personal data you provide to us while visiting this web site. By visiting this web site, you are accepting the terms of this Web Site Privacy Policy. Any external links to other web sites are clearly identifiable as such, and we are not responsible for the content or the privacy policies of these other web sites.

### **2. Types of Information Collected**

We retain two types of information:

#### **Personal Data**

This is data that identifies you or can be used to identify, contact you or process services on your behalf and may include your name, address, email address, user IP addresses in circumstances where they have not been deleted, clipped or anonymised, telephone number, and billing information. Such information is only collected from you if you voluntarily submit it to us or have authorised us to obtain it.

#### **Non-Personal Data**

Like most web sites, we gather statistical and other analytical information collected on an aggregate basis of all visitors to our web site. This Non-Personal Data comprises information that cannot be used to identify or contact you, such as demographic information regarding, for example, user IP addresses where they have been clipped or anonymised, browser types and other anonymous statistical data involving the use of our web site.

### **3. Purposes for which we hold your Information**

#### **Non-Personal Data**

We use the Non-Personal Data gathered from visitors to our web site in an aggregate form to get a better understanding of where our visitors come from and to help us better design and organise our web site.

#### **Cookies**

This web site uses "cookie" technology. A cookie is a little piece of text stored by the browser on your computer, at the request of our server. We may use cookies to deliver content specific to your interests and to save your personal preferences so you do not have to re-enter them each time you connect to our web site -our cookies are not available to other web sites. Cookies are required on the Copymoore/Fileone website to allow users to access the Member's Extranet and other online services that are offered from time to time. No personal information is recorded, and the cookie is automatically deleted when you log out or close your browser. You are always free to decline our cookies, if your browser permits, or to ask your browser to indicate when a cookie is being sent. You can also delete cookie files from your computer at your discretion. Note that if you decline our cookies or ask for notification each time a cookie is being sent, this may affect your ease of use of this web site.

## **Personal Data**

We will process any Personal Data you provide to us for the following purposes: to provide you with the services you have ordered; to contact you if required in connection with your service order or to respond to any communications you might send to us; to send you the Copymoore/Fileone Newsletter and to communicate with you about Copymoore/Fileone activities.

## **4. Disclosure of Information to Third Parties**

We may provide Non-Personal Data to third parties, where such information is combined with similar information of other users of our web site. For example, we might inform third parties regarding the number of unique users who visit our web site, the demographic breakdown of our community users of our web site, or the activities that visitors to our web site engage in while on our web site. The third parties to whom we may provide this information may include potential or actual advertisers, providers of advertising services (including web site tracking services), commercial partners, sponsors, licensees, researchers and other similar parties.

We will not disclose your Personal Data to third parties unless you have consented to this disclosure or unless the third party is required to fulfil your service order (in such circumstances, the third party is bound by similar data protection requirements. We will disclose your Personal Data if we believe in good faith that we are required to disclose it in order to comply with any applicable law, a summons, a search warrant, a court or regulatory order, or other statutory requirement.

## **5. Sale of Business**

We reserve the right to transfer information (including your Personal Data) to a third party in the event of a sale, merger, liquidation, receivership or transfer of all or substantially all of the assets of our company provided that the third party agrees to adhere to the terms of the Web Site Privacy Policy and provided that the third party only uses your Personal Data for the purposes that you provided it to us. You will be notified in the event of any such transfer and you will be afforded an opportunity to opt-out.

## **6. Security**

Your Personal Data is held on secured servers hosted by Copymoore/Fileone and on secured servers at our premises. The nature of the Internet is such that we cannot guarantee or warrant the security of any information you transmit to us via the Internet. No data transmission over the Internet can be guaranteed to be 100% secure. However, we will take all reasonable steps (including appropriate technical and organisational measures) to protect your Personal Data.

## **7. Updating, Verifying and Deleting Personal Data**

You may inform us of any changes in your Personal Data, and in accordance with our obligations under the Data Protection Acts 1988 and 2003, Directive 95/46/EC of the European Parliament and of the Council of 24 October 1995 on the Protection of Individuals with regard to the Processing of Personal Data and on the Free Movement of Such Data, and any implementing and/or amending legislation as may be adopted in Ireland from time to time, we will update or delete your Personal Data accordingly. To find out what Personal Data we hold on you or to have your Personal Data updated, amended or removed from our database, please contact Copymoore/Fileone on 0818-222918. Any such data subject requests will be subject to a search and admin fee.

## **8. Changes to the Web Site Privacy Policy**

Any changes to this Web Site Privacy Policy will be posted on this web site so you are always aware of what information we collect, how we use it, and under what circumstances, if any, we disclose it. If at any time we decide to use Personal Data in a manner significantly different from that stated in this Web Site Privacy Policy, or otherwise disclosed to you at the time it was collected, we will notify you by email, and you will have a choice as to whether or not we use your information in the new manner.