

Worldwide Flight Socks Delivery Service

Orders received during bank holidays will be despatched as soon as possible after the bank holiday.

FlightSock.com STANDARD DELIVERY DETAILS

Christmas Opening Times:

We will be closed from Friday 22nd December 2017 until Wednesday 3rd January 2018 inclusive. All orders placed during this period will be despatched as soon as possible after re-opening. Please allow extra time to receive your order before and after the festive season.

Please note that we are able to deliver anywhere in the World (except USA & Canada) for a flat rate delivery charge of only **£2.95** irrespective of how many pairs are ordered. Retail orders only, trade orders are charged at cost.

The packing and delivery services we offer is as follows:

UK – All UK orders carry a flat rate **£2.95** delivery charge for Royal Mail's First Class service. Orders are despatched as soon as possible after receipt and aim to be delivered within 1-3 working days of despatch, subject to stock availability at time of order.

Worldwide Delivery (Except the USA & Canada) - All other orders also carry a flat rate **£2.95** delivery charge although please allow extra time for your order to arrive. Orders are despatched as soon as possible after receipt and aim to be delivered within 5-7 working days of despatch to Europe and 7-14 working days for the Rest of the World, subject to stock availability at time of order.

The above rate covers packaging materials and Royal Mail Airmail delivery (where required).

For orders outside of the UK, any additional taxes and customs charges are the responsibility of the customer. Customs and import duties are the responsibility of the customer. These charges vary and are charged when your package reaches its destination country. We recommend that customers contact their local customs office for details on how these charges are assessed and applied. Packages that are returned due to unpaid duties and customs will be charged an additional shipping fee.

Please note that due to insurance restrictions we are unable to supply our products to the USA and Canada.

Please note that your order will be despatched to the address given through the Flightsock.com website and not your PayPal address.

Pricing & Availability

All product prices are in £ sterling including VAT at the current UK rate and exclusive of delivery. We reserve the right to change any advertised price before accepting an order. All products are subject to availability and may be withdrawn at any time. If your order cannot be fulfilled you will be offered an alternative or given a refund for the unavailable product(s).

Order Processing/Confirmation

Please read these Terms and Conditions carefully before you decide to place your order with us. Placing an order represents an offer to purchase the products indicated by you and is not binding on us until the order is accepted and despatched by us. If a product shown on the website is unavailable, incorrectly priced or incorrectly described, we shall not be obliged to sell you that product. We shall not be obliged to complete your order if we cannot verify your payment card details. We will confirm we have received your order by sending an automatically generated email. You will also receive a confirmation of your payment from PayPal which should be retained until your order is complete.

Order Payment

Payment can be made using Visa, Mastercard, Electron, Maestro or Paypal. Payment will be debited to your account before despatch of your purchase.

PayPal – Data Security and Encryption

The security of your information, transactions, and money is the core of our business and our top priority at PayPal. PayPal automatically encrypts your confidential information in transit from your computer to ours using the Secure Sockets Layer protocol (SSL) with an encryption key length of 128-bits (the highest level commercially available). Before you even register or log in to our site, our server checks that you're using an approved browser - one that uses SSL 3.0 or higher. Once your information reaches us, it resides on a server that is heavily guarded both physically and electronically. Our servers sit behind an electronic firewall and are not directly connected to the Internet, so your private information is available only to authorised computers.

Non Receipt of Order

Delivery times do vary and depend on the postal service to the destination. The best option would be to check with your local post office as sometimes notice of attempted delivery may have been misplaced. Please also check with neighbours to see if your parcel has been left with them. An item is not classified as 'lost' by Royal Mail until it has been missing for 15 working days in the UK, 20 working days to Europe and 25 working days for the rest of the world. If you still haven't received them after this time period, please contact us. If goods are lost or damaged in transit please let us know promptly.

Cancellation of Orders & Returns

Except at the busiest time of the year, e.g. Christmas, orders are normally dispatched to you within 2 working days of receipt by us. If you wish to cancel BEFORE we have sent goods, please do so by phone and confirm by email the same time. If your order has not been sent, it will be cancelled and there will be no charge whatsoever.

If you change your mind and cancel AFTER your order has been sent to you or after receiving the goods the following procedures apply:-

When you receive your order, as per the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, if you have changed your mind and wish to cancel (your right to withdraw) you have 14 days starting the day after you have received the goods and then 14 days to return the ordered products. The goods must be returned unused, unopened and in the same condition as they were originally despatched from FlightSock.com. We will not accept for exchange or refund any item which has been used or is not in the exact condition in which it was despatched by us.

Please contact us by phone to confirm which items are being returned. You will be requested to return the goods by second class post and will be required to pay the cost of returning the goods. There will be no refund of the cost of returning the goods. Any free gifts associated with an item must be returned at the same time. Please return them to the address at the bottom of the page along with a note of your details and the reason for return. Refunds will be made to the original charged account within 14 days of receipt of the returned goods. The parcel and its contents are your responsibility until they reach us and we strongly recommend that you obtain Proof of Postage, as you will need this to make a claim should your parcel be lost.

If there is a problem with the goods please let us know promptly and we will deal with the matter in accordance with your legal rights.

It is always helpful to know why you have changed your mind and cancelled an order.

Data Privacy

We will not and do not supply any of your details to any third party at all. We (via our parent company - ProvenLook.com) are registered under the Data Protection Act 1984 (Registration Number Z9606551). The privacy of your personal information is very important to us. From time to time we may send you e-mail notifications of new products or promotions from ProvenLook.com or FlightSock.com. In all e-mails you will be given the option to be removed from our mailing list, which will mean removal of your details from our mailing list. You will not be sent future correspondence unless you request to be added to our mailing list at a later date. ProvenLook will not pass on any of your details to third parties unless required to do so as part of the order verification process or if required to do so by UK governing law.

It is our responsibility to supply you with goods that meet your consumer rights. If you have any concerns that we have not met our legal obligations, please contact us.

Sales on this web site are governed by English law and you agree to submit to the non exclusive jurisdiction of the English courts. We intend to rely upon these Terms and Conditions. If you require changes please ask for these to be put in writing, in that way we can avoid any problems surrounding what our business and you, the consumer, is expected to do.

Contact

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