

## **SGI-UK Online Shop Policy**

### **Delivery Time**

We will endeavour to process and despatch orders within 7 days of receipt of your order but reserve the right to despatch goods up to 14 days after receipt of orders. We cannot be responsible for the time it takes for the postal service to deliver the goods to you.

### **Mailing**

All orders are sent by standard mail. We do not have facilities for 24 hour express mailing or for recording individual packages. Please note that due to likely damage, certain items such as Butsudans are not available through the Mail Order service.

### **Mailing Costs - UK**

Orders within the UK will be charged 10% of the total cost of the goods ordered, plus 50p. For orders of £100.00 or more, post and packing will be free of charge.

### **Mailing Costs – Europe & the rest of the world**

Orders within Europe will be charged 15% of the total cost of the goods ordered, plus 50p. Orders for countries outside of Europe will be charged 20% of the total cost of the goods ordered, plus 50p.

### **Returns**

You may return items sold through the Mail Order Department and Online Shop within 28 days of delivery for a full refund. If the return is due to error (you received a damaged or incorrect item) we will refund the return postage costs.

We cannot accept returns of certain items, such as CDs DVDs or cassette tapes that have been opened (removed from plastic wrapping), any book or beads that have obvious signs of use, any item that is not returned in the condition it was received. Please take care of your beads and note that they are not intended or designed to be rubbed too hard while chanting.

### **Exchanges**

If you receive a faulty item and wish to exchange it for a similar item please contact us before returning it to us. We will send a replacement on receipt of the returned item.

### **Refunds**

Please note we can only give refunds in accordance with your legal rights. ie: if goods are found to be defective as to quality, description or performance.

### **Out of Stock items**

We will make every effort to post 'Out of stock' notices for any Online Shop item that is sold out. If an item you have ordered is out of stock we will delete it from your order and you will not be charged for it. Please check the website periodically for updated availability of goods.

### Credit card policy

We will charge your credit card when your order is complete\* and ready for posting to you. (\*This will not include any out of stock items).

### Alternative payment methods

All orders must be pre-paid. Please send your payment with your completed order form (or written details) to the Mail Order Department at the address shown on the form. We accept cheques (UK bank account only) and postal orders. Please do not send cash in the post.