



British Association for Immediate Care

Charity No: 1188273

Terms and Conditions, Online Shop

Definitions

“www.basics.org.uk, “Us”, “Our” and “We” all refer to this website, or to its owner which is the British Association for Immediate Care (charity number 276054), a registered charity in England and Wales with its registered office address and main trading address being Easton House, 4 Turret Lane, Ipswich, IP4 1DL. BASICS is a trading name and unregistered trademark of the British Association for Immediate Care

“You” refers to you the visitor and, or customer.

“Website” means this website at www.basics.org.uk.

“Shop’ means the online shop on the website.

1. Acceptance of Terms and Conditions:

By placing an order on website shop, you agree to be bound by these terms and conditions.

2. Products:

The products displayed on the BASICS shop are offered for sale subject to availability. BASICS reserves the right to withdraw or amend any products from the shop at any time.

3. Prices:

The prices displayed on the shop are in UK pounds sterling (£) and includes 2nd class postal delivery within the United Kingdom.

4. Restricted Products:

Some products offered for sale are restricted to specific categories of persons/membership levels. These restrictions are contained within the product descriptions. Where your eligibility is unclear, we will email to ask you to provide relevant supporting evidence, and this may delay the dispatch of your order.

Refunds against ordered restricted products to which you are not eligible, will be made subject to the terms and conditions explained in this document under Refunds (section 11).

5. Delivery:

Online orders are dispatched weekly by 2nd class mail, BASICS reserves the right to change when orders are dispatched, you will be notified of these changes via the shop notice on our shop landing page or by email.

The prices for all products include free delivery for orders shipped to addresses in the United Kingdom (UK) and BFPO addresses.

Chairman
Dr A Pountney

Trustees
Lt Col. J Barratt
Dr R Cottingham
Mr P Gates
Prof A Leary MBE
Dr K Muscroft
Mr R Steyn
Prof T Quinn

**Chief Officer &
Company Secretary**
Mr. A Kemp MBE

Easton House
4 Turret Lane
Ipswich IP4 1DL

T: 0300 303 1757
E: admin@basics.org.uk

www.basics.org.uk

@BASICS_HQ

Founded in 1977

A company limited by guarantee in England and Wales, company No: 3553177
A registered charity in England and Wales, charity No: 1188273



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Orders placed from countries outside the UK are subject to additional postage fees (variable) and you should contact admin@basics.org.uk to find out what these costs are before placing an order. Orders placed prior to confirming postal costs will be held in abeyance until payment for the appropriate postal charges are received.

We cannot accept any responsibility for products that are lost in the post or where delivery has been to an address supplied by the customer in error.

6. Customs and import taxes:

Buyers are responsible for any customs and import taxes that may apply. BASICS is not responsible for delays due to customs.

7. Payment:

BASICS accepts payment by credit or debit card using a secure third-party provider. BASICS does not have access to your card details and our providers maintain a secure payment environment.

8. Faulty Products:

If you receive a faulty product, please email us at admin@basics.org.uk. We will either replace the faulty product or issue you with a full refund. Please note, you may be required to provide photo evidence of the fault. If we ask you to return the goods to us postal charges will be refunded within 14-days of receipt of the goods.

You **will not** be eligible for a refund or exchange if you knew an item was faulty when you bought it (i.e. it was advertised as damaged or imperfect goods), or you damaged the item by trying to repair it yourself or got someone else to do it on your behalf.

9. Cancellations/ Return of unwanted items:

We offer a 14-day cancellation period for all orders. If you change your mind about your purchase, please let us know within 14-days of receiving your order. You will then have a further 14-days to return the item(s). You are responsible for paying for your own shipping costs to return your item(s) where the wrong product or incorrect size was ordered in error.

Items must be returned to the following address: British Association for Immediate Care, Easton House, 4 Turret Lane, Ipswich, Suffolk, IP4 1DL clearly marked RETURNED TO SHOP.

Your item must be unused and in the same condition that you received it, including any original packaging, where applicable. You will be responsible for paying for your own shipping costs for returning your item. Once we receive and inspect your return, we will email you to confirm that we have received your item(s). We will also let you know if your refund has been approved or rejected. Where the item(s) are lost in the postal system we reserve the right to reject your claim for a refund.

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10. Refunds:

Refunds will be processed within 14-days of receipt of the returned product.

We reserve the right to deduct, at cost, any charge incurred from a third party to enable or facilitate the purchase and refund of a product(s). These may include agency fees made by third parties/payment bureaus in undertaking credit/debit card transactions. Such deductions will not be applied where the product return is due to faulty or damaged goods being received by the customer.

11. Intellectual Property:

All intellectual property rights in the products and the shop are owned by BASICS. You may not copy, reproduce, distribute, or modify any of the content on the shop without the prior written permission of BASICS.

12. General:

These terms and conditions are governed by English law. Any dispute arising out of or in connection with these terms and conditions shall be subject to the exclusive jurisdiction of the English courts.

Last edited: 06/12/2023

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