

Terms & Conditions

These terms and conditions apply to all transactions on this site. Please read them carefully and thoroughly, as they form a binding agreement between you and us. They do not affect your statutory rights as a consumer under UK law.

Path and Patio owns and operates this site ('Path and Patio', 'we,' or 'us,' or 'our'). If you have any questions or require clarification about these terms and conditions, you can contact our customer service team by phone at [01626 337760](tel:01626337760) (Monday through Friday, 09:00 to 17:00) or by email at info@pathandpatio.co.uk. Our team stands ready to assist you with any queries.

By accessing this website and/or placing an order, you acknowledge and agree to follow these terms and conditions in full. If you disagree with any part of these terms and conditions, you must not use or access this website. Your continued use of the website indicates your acceptance of these terms.

Path and Patio

Unit 14, The Old Ciderworks

Abbotskerswell

Newton Abbot

Devon

TQ12 5NF

United Kingdom

Our Agreement with You

Your contract for purchases through the website will be with Path and Patio. We must receive full payment for your goods before we can accept your order and form the contract. This payment requirement helps us maintain efficient order processing and stock management.

After receiving your payment, we will send you an email confirmation to the address you provided during registration. This confirmation email serves as proof of your order and will include your name, order number and the total price. When we accept your order, it creates a legally binding contract between us under these terms. Any additional terms you seek to add to your order will not become part of the contract, as this maintains clarity in our business relationship.

We reserve the right to withdraw from any contract if we spot obvious errors or inaccuracies regarding goods on our website. If we discover an error in the advertised price of the goods you ordered, we will email you promptly to resolve the situation. Our message will state the correct price and ask whether you want to proceed with the order at the amended price or cancel it entirely. This policy protects both parties from pricing mistakes.

General Terms

English law governs these terms and conditions and all website transactions, subject to the non-exclusive jurisdiction of English courts. We do not accept modifications to these terms and conditions, as they provide a consistent framework for all our customer relationships.

Prize competitions, online bidding, pre-release orders and added value services might have additional terms and conditions specific to those offerings. We will notify you of these at the appropriate time before you participate in such activities.

These terms and conditions apply exclusively to the Path and Patio website. Other websites linked from this site operate under their own terms and conditions. We take no responsibility for the content or operations of websites outside our control. For your protection and as required by law, we must state that you can complete sales in English only, and no public filing requirements apply to these transactions.

Your Rights to Use Our Website

Path and Patio holds the copyright, trademarks and other intellectual property rights for all material and content on this website. You may use, download, copy, publish, transmit or share this content only for personal, non-commercial purposes. All other uses or reproduction of materials or content remain strictly prohibited to protect our intellectual property.

You need our prior written permission to create links to this website, as this helps us maintain control over our online presence. You must not restrict or interfere with anyone else's use or enjoyment of the site, as we aim to provide equal access to all customers.

While we work diligently to verify the accuracy of information on the Path and Patio website, we make no express or implied warranties about its accuracy. This approach allows us to update and improve our content as needed.

Additionally, we cannot guarantee that the website will meet your requirements or operate without interruption, delays, or errors. As a result, we offer no warranty that we will fix defects or that the site and server will remain free of viruses or bugs. We do not warrant the full functionality, accuracy, and reliability of the website. These disclaimers protect both parties from technical issues beyond our control.

We are not responsible for any loss of content or material you upload or transmit through the Path and Patio website. This policy applies to all user-generated content and communications.

How to Pay for Your Order

First, we accept payments through Visa, MasterCard, Switch, Maestro, and Delta. For transparency, all product prices and delivery charges appear in UK pounds sterling. Your payment card company handles any currency conversion according to their standard rates and procedures.

When you place an order, we perform a standard pre-authorisation check on your payment card to confirm that sufficient funds exist. This security check does not debit your card at this stage. To maintain fair business practices, we only charge your card when we dispatch your ordered items. We will not debit your card for non-dispatched items, except for magazine subscriptions, which we invoice before dispatch due to their nature and ongoing commitment.

Availability of Goods

If we lack sufficient stock to fulfil your order, we will notify you promptly to avoid any confusion or delay. We will re-credit any sum debited from your credit card to your account and send confirmation to your registered email address. As required by consumer protection laws, you will receive your refund within 30 days of your order. We are not obligated to offer additional compensation for any disappointment resulting from stock unavailability.

Please note: While we strive to offer excellent value through special offers, stock quantities remain limited at special offer prices, subject to availability. We update our website as quickly as possible to reduce disappointment and maintain accurate stock levels. However, updating the website when promotional items sell out may take several hours due to technical requirements and verification procedures.

Changes to This Agreement

We reserve the right to modify our site, policies, and these terms and conditions at any time to improve our service and comply with legal requirements. If any condition becomes invalid, void, or unforeseen, it becomes severable and will not affect the validity and enforceability of the remaining conditions. This severability protects the overall agreement while allowing for necessary adjustments.
