

TERMS AND CONDITIONS

Please read all these terms and conditions.

As we can accept your order and make a legally enforceable agreement without further reference to you, you must read these terms and conditions to make sure that they contain all that you want and nothing that you are not happy with. If you are not sure about anything, just phone us on 02035518446.

Application

1. These Terms and Conditions will apply to the purchase of the services by you (the **Customer** or **you**). We are HVS Business Services Ltd whose trading name is Quickly Convey a company registered in England and Wales under number 12532093 whose registered office is at 50a Clifford Way, Maidstone, Kent, ME16 8GD and whose trading address is 58 Borough High Street, London SE1 1XF with email address info@quicklyconvey.co.uk; telephone number 02035518446; (the **Supplier** or **us** or **we**).
2. These are the terms on which we sell all Services to you. Before placing an order on the Website, you will be asked to agree to these Terms and Conditions by clicking on the button marked 'I Accept'. If you do not click on the button, you will not be able to complete your Order. You can only purchase the Services from the Website if you are eligible to enter into a contract and are at least 18 years old.

Interpretation

3. **Consumer** means an individual acting for purposes which are wholly or mainly outside their trade, business, craft or profession;
4. **Contract** means the legally-binding agreement between you and us for the supply of the Services;
5. **Delivery Location** means the Supplier's premises or other location where the Services are to be supplied, as set out in the Order;
6. **Durable Medium** means paper or email, or any other medium that allows information to be addressed personally to the recipient, enables the recipient to store the information in a way accessible for future reference for a period that is long enough for the purposes of the information, and allows the unchanged reproduction of the information stored;
7. **Order** means the Customer's order for the Services from the Supplier as submitted following the step by step process set out on the Website;
8. **Privacy Policy** means the terms which set out how we will deal with confidential and personal information received from you via the Website;
9. **Services** means the services advertised on the Website, of the number and description set out in the Order;
10. **Website** means our website <http://www.quicklyconvey.co.uk> on which the Services are advertised.

Services

11. The description of the Services is as set out in the Website, catalogues, brochures or other form of advertisement.
12. In the case of Services made to your special requirements, it is your responsibility to ensure that any information or specification you provide is accurate.
13. All Services which appear on the Website are subject to availability.
14. We can make changes to the Services which are necessary to comply with any applicable law or safety requirement. We will notify you of these changes.

Customer responsibilities

15. You must co-operate with us in all matters relating to the Services, provide us with all information required to perform the Services and obtain any necessary licences and consents (unless otherwise agreed).
16. Failure to comply with the above is a Customer default which entitles us to suspend performance of the Services until you remedy it or if you fail to remedy it following our request, we can terminate the Contract with immediate effect on written notice to you.

Personal information

17. We retain and use all information strictly under the Privacy Policy.
18. We may contact you by using e-mail or other electronic communication methods and by pre-paid post and you expressly agree to this.

Basis of Sale

19. The description of the Services in our website does not constitute a contractual offer to sell the Services. When an Order has been submitted on the Website, we can reject it for any reason, although we will try to tell you the reason without delay.
20. The Order process is set out on the Website. Each step allows you to check and amend any errors before submitting the Order. It is your responsibility to check that you have used the ordering process correctly.
21. A Contract will be formed for the Services ordered only when you receive an email from us confirming the Order (**Order Confirmation**). You must ensure that the Order Confirmation is complete and accurate and inform us immediately of any errors. We are not responsible for any inaccuracies in the Order placed by you. By placing an Order you agree to us giving you confirmation of the Contract by means of an email with all information in it (ie the Order Confirmation). You will receive the Order Confirmation within a reasonable time after making the Contract and before performance begins of any of the Services.
22. Any quotation or estimate of Fees (as defined below) is valid for a maximum period of 30 days from its date, unless we expressly withdraw it at an earlier time.

23. No variation of the Contract, whether about description of the Services, Fees or otherwise, can be made after it has been entered into unless the variation is agreed by the Customer and the Supplier in writing.
24. We intend that these Terms and Conditions apply only to a Contract entered into by you as a Consumer. If this is not the case, you must tell us, so that we can provide you with a different contract with terms which are more appropriate for you and which might, in some respects, be better for you, eg by giving you rights as a business.

Fees and Payment

25. The fees (**Fees**) for the Services or other charges is that set out on the Website at the date we accept the Order or such other price as we may agree in writing. Prices for Services may be calculated on a fixed price.
26. You must pay before delivery of the Services.

Withdrawal and cancellation

27. You can withdraw the Order by telling us before the Contract is made, if you simply wish to change your mind and without giving us a reason, and without incurring any liability.
28. This is a **distance contract** (as defined below) which has the cancellation rights (**Cancellation Rights**) set out below.

Right to cancel

29. Subject as stated in these Terms and Conditions, you can cancel this contract within 14 days without giving any reason.
30. The cancellation period will expire 14 days from the day the Contract was entered into.
31. To exercise the right to cancel, you must inform us of your decision to cancel this Contract by a clear statement setting out your decision (eg a letter sent by post or email).
32. To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired.

Conformity

33. We will supply the Services with reasonable skill and care.

Duration, termination and suspension

34. The Contract continues as long as it takes us to perform the Services.
35. On termination of the Contract for any reason, any of our respective remaining rights and liabilities will not be affected.

Privacy

36. Your privacy is critical to us. We respect your privacy and comply with the General Data Protection Regulation with regard to your personal information.
37. These Terms and Conditions should be read alongside, and are in addition to our policies, including our privacy policy (https://www.quicklyconvey.co.uk/files/ugd/e10308_b5b42a8392044f35b8ffe0f00609992d.pdf) and cookies policy (https://www.quicklyconvey.co.uk/files/ugd/e10308_b5b42a8392044f35b8ffe0f00609992d.pdf).
38. For the purposes of these Terms and Conditions:
- i. 'Data Protection Laws' means any applicable law relating to the processing of Personal Data, including, but not limited to the GDPR.
 - ii. 'GDPR' means the UK General Data Protection Regulation.
 - iii. 'Data Controller', 'Personal Data' and 'Processing' shall have the same meaning as in the GDPR.
39. We are a Data Controller of the Personal Data we Process in providing the Services and Goods to you.
40. Where you supply Personal Data to us so we can provide Services and Goods to you, and we Process that Personal Data in the course of providing the Services and Goods to you, we will comply with our obligations imposed by the Data Protection Laws:
- iv. before or at the time of collecting Personal Data, we will identify the purposes for which information is being collected;
 - v. we will only Process Personal Data for the purposes identified;
 - vi. we will respect your rights in relation to your Personal Data; and
 - vii. we will implement technical and organisational measures to ensure your Personal Data is secure.
41. For any enquiries or complaints regarding data privacy, you can email: info@quicklyconvey.co.uk.

Governing law, jurisdiction and complaints

42. The Contract (including any non-contractual matters) is governed by the law of England and Wales.
43. Disputes can be submitted to the jurisdiction of the courts of England and Wales or, where the Customer lives in Scotland or Northern Ireland, in the courts of respectively Scotland or Northern Ireland.
44. We try to avoid any dispute, so we deal with complaints as follows: If a dispute occurs customers should contact us to find a solution. We will aim to respond with an appropriate solution within 5 days.