

## General

'We' means Flying Pig Productions. The 'Purchaser' means the person whose order is accepted by us. The 'Recipient' means the person who receives goods produced by us and purchased by the Purchaser. A friend perhaps, or relative. Anyone you like. Or anyone you dinna like, for that matter.

## Ordering

As soon as an order is placed, the Purchaser is deemed to have agreed to, and is bound by, the terms and conditions herein described. A contract of sale is concluded as soon as we dispatch an email message to the Purchaser, confirming that we have received the Purchaser's order, regardless of whether or not the Purchaser receives that confirmation.

## Service

The Company aims to dispatch all orders from stock within five working days following receipt of order. Any delays over and above this time will be notified by telephone or e-mail.

## Returns & Refunds Policy

If you are unhappy with your purchase we can offer an exchange or refund provided the goods are returned to us within 7 DAYS. Please return the item using recorded delivery with a covering letter detailing why you would like to exchange the item or receive a refund. 'I've listened to it, and I didn't think it was very funny' will not be accepted as good grounds!

## Cancellation

You have the statutory right to cancel at any time up to 7 days following receipt of the goods. Please inform us as soon as possible by e-mail at [flyingpig.shop@yahoo.co.uk](mailto:flyingpig.shop@yahoo.co.uk) to enable us to cancel the order if it has not been processed. If it has been processed and you have received the goods and wish to return them, please return the goods, unopened in their original packaging. No copying it to your computer and then popping it back to us, you naughty scamps. That cellophane's nae for decoration, you ken! Please note, the cost of returning unwanted goods ordered in error is the responsibility of the purchaser.

## Complaints

If you have any complaints about our products or services please write to us at 36 Thorngrove Avenue, Aberdeen, AB15 7XR.

## Online Security

We have taken every precaution to ensure your online transaction is completely safe. No credit or debit card details are kept on the site and all payment details are handled by PayPal Standard which is fully PCI DSS compliant.

## Privacy Policy

Our data collection is governed by the Data Protection Act 1998. We will not allow third parties to access your account or personal information. The information supplied is used only to ensure the efficient delivery of your goods; and (if you opt to receive further information from us) to occasionally send you a mildly entertaining newsletter to let you know what we're up to. You know, forthcoming shows, radio or TV appearances. That kind of thing. No hard sell, and we won't do it often, because we're too lazy. If you have opted to receive this information but find it a bit irritating after a while, you can opt out by simply sending us an email at [flyingpig.store@yahoo.co.uk](mailto:flyingpig.store@yahoo.co.uk) with 'Please, stop!' in the subject line.

#### Cookie Policy

A cookie is a short text string that is saved to your hard drive via your browser. We use cookies on this website only as a means of storing temporary information which makes this site easier to use.

#### Technical Difficulties

If you experience technical difficulties using this site please contact [flyingpig.store@yahoo.co.uk](mailto:flyingpig.store@yahoo.co.uk).

#### Governing Law and Jurisdiction

These conditions are governed by and construed in accordance with the law of Scotland.

#### Statutory Rights

Nothing contained in these Terms and Conditions of Sale affects the statutory rights of the Purchaser or the Recipient in relation to the quality, fitness or description of the goods supplied.

#### Copyright

The entire contents of this website (including all text and artwork) are protected by copyright. It may be viewed or downloaded solely for private purposes. Any other use is not permitted without our written permission.

#### Disclaimer

##### Viruses

We aim to ensure that the website is virus free but cannot be held responsible for any transfer of virus experienced as a result of downloading material from the website.

#### Links

The website contains links to other websites operated by other folk. We don't control these websites and we're not responsible for their content. The inclusion of links does not imply any endorsement of the products or services shown on these links. All links to other sites are made at the user's risk.

#### Liability

We exclude, to the fullest extent permitted by applicable laws, and save in respect of death or personal injury arising from our negligence, all liability of any claims, losses, demands and damages arising directly or indirectly out of, or in any way connected with, the use or inability to access our website and its associated services.

We endeavor to ensure that the website is kept at optimal functionality. However, this cannot be guaranteed and no responsibility is accepted for any errors or interruptions experienced on the website. We shall be released from our obligations in the event of circumstances out with our control that cause the website and associated services to be unavailable.

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