

TERMS & CONDITIONS - RULES FOR SHOPPING

IT IS A CONDITION OF SALE THAT:

1. COMMUNITY SHOP TERMS AND CONDITIONS - RULES FOR SHOPPING ARE ADHERED TO AT ALL TIMES.
2. ALL GOODS PURCHASED ARE DONE SO ON THE STRICT UNDERSTANDING THAT THEY ARE FOR PERSONAL CONSUMPTION AND ARE NOT FOR RESALE.
3. FORGOTTEN PASSES - SHOULD YOU FIND THAT YOU HAVE ARRIVED AT COMMUNITY SHOP WITHOUT YOUR PASS, YOU WILL STILL BE ALLOWED TO SHOP IF YOU CAN PROVIDE A CURRENT PROOF OF ID SUCH AS A DRIVING LICENCE. THERE WILL BE A £1 ADMIN FEE CHARGED FOR ENTRY (THE £1 CHARGE WILL BE DONATED TO CHARITY).
4. PLEASE REMEMBER THAT THE CARD ISSUED TO YOU IS FOR YOUR PERSONAL USE ONLY. ANY PERSON FOUND ATTEMPTING TO ENTER ONE OF OUR STORES WITH A CARD THAT DOES NOT BELONG TO THEM WILL BE REFUSED ENTRY.
5. THE MEMBER IS ALLOWED TO BE ACCOMPANIED BY ONE OTHER VISITOR (A GUEST SHOPPER). IT IS THE RESPONSIBILITY OF THE PASS HOLDER TO ENSURE THAT THE VISITOR IS FAMILIAR WITH THESE TERMS AND CONDITIONS - RULES FOR SHOPPING . THE MEMBER MAY ALSO BE ACCOMPANIED BY CHILDREN OF UP TO AND INCLUDING THE AGE OF 16. MEMBERS THAT ARE REGISTERED DISABLED WILL ALSO BE ALLOWED ONE ADDITIONAL ADULT GUEST.
6. ANY BREAKAGES OR OPENED PRODUCTS MUST BE PAID FOR IN FULL.
7. TO COMPLY WITH LICENSING AND OTHER LEGISLATION SOME PRODUCTS ARE ONLY AVAILABLE TO THOSE AGED 18 YEARS AND OVER. AT COMMUNITY SHOP WE HAVE ADOPTED A CHALLENGE 25 POLICY. CHALLENGE 25 SIMPLY REQUIRES THAT EVERY PERSON BUYING AN AGE RESTRICTED PRODUCT SUCH AS ALCOHOL, WHO LOOKS UNDER THE AGE OF 25, IS CHALLENGED TO PRODUCE A VALID ID.
8. PRODUCTS ARE LIMITED AND AS SUCH ARE SOLD ON A STRICT RATIONING BASIS. WE WILL NOTIFY YOU AT THE POINT OF SALE IF YOU HAVE EXCEEDED THIS LIMIT. THIS ALLOWS STOCK LEVELS TO BE MAINTAINED AND PREVENTS RE-SALE OF PRODUCTS. PRODUCT IS NOT NECESSARILY REPRESENTATIVE OF THE PACKAGING. ALL PRODUCTS SOLD IN THE SHOP ARE PACKED FOR COMMUNITY SHOP IRRESPECTIVE OF MANUFACTURER OR MULTIPLE LABELS.
9. SAMPLES MAY BE SOLD IN THE SHOP AND ANY PRODUCTS WITH 'SPECIAL OFFERS' OR 'FREE OFFERS' MAY BE CLASSED NULL AND VOID.
10. COMMUNITY SHOP NEVER IMPLIES THAT THE QUALITY OR NATURE OF PRODUCTS IS THE SAME AS THE MANUFACTURERS OR MULTIPLES LABELS AS SOLD IN NORMAL RETAIL OUTLETS.
11. WE ACCEPT PAYMENT FOR ALL PRODUCTS BY EITHER CASH OR CREDIT/DEBIT CARD. WE ACCEPT PAYMENT BY THE FOLLOWING CARDS:
 - MASTERCARD • VISA • VISA/DELTA • MAESTRO/SWITCH • SOLO • ELECTRON
12. IF YOU FIND THE NEED TO RETURN A PURCHASED PRODUCT TO US BECAUSE IT IS DEFECTIVE OR DOES NOT COMPLY WITH ITS DESCRIPTION, WE WILL EXAMINE THE PRODUCT(S) AND WE WILL USUALLY PROCESS THE REFUND DUE TO YOU IMMEDIATELY. TO ENABLE US TO MAKE A REFUND TO YOU, YOU MUST PROVIDE US WITH PROOF OF PURCHASE AND, WHERE PAYMENT WAS PROCESSED USING A CREDIT /DEBIT CARD, THE CARD IN WHICH YOU MADE THE ORIGINAL PAYMENT.
13. IN THE EVENT OF A COMPLAINT, MAY WE REMIND YOU THAT DUE TO THE NATURE OF THE GOODS SOLD BY COMMUNITY SHOP, CUSTOMERS NEED TO DIRECT ALL PRODUCT COMPLAINTS THROUGH COMMUNITY SHOP AND NOT THE RETAILERS OR MANUFACTURERS.
14. IT IS THE RESPONSIBILITY OF THE MEMBER TO NOTIFY COMMUNITY SHOP OF ANY CHANGE IN THEIR PERSONAL DETAILS E.G. ADDRESS, TELEPHONE NUMBER. PLEASE NOTE THAT COMMUNITY SHOP RESERVES THE RIGHT TO CHECK YOUR PERSONAL DETAILS WITH YOU TO ENSURE YOUR CONTINUED ELIGIBILITY FOR MEMBERSHIP.
15. MEMBERS ARE RESPONSIBLE FOR THE SUPERVISION OF ACCOMPANYING CHILDREN AT ALL TIMES. CHILDREN MUST NOT STAND IN OR RIDE ON THE SIDES OF THE SHOPPING TROLLEYS. THEY SHOULD SIT IN THE TROLLEY SEAT PROVIDED.
16. COMMUNITY SHOP RESERVES THE RIGHT TO RESTRICT THE NUMBER OF VISITS WITHOUT GIVING YOU PRIOR NOTICE.
17. ANY ABUSIVE OR AGGRESSIVE BEHAVIOUR TOWARDS COMMUNITY SHOP EMPLOYEES WILL NOT BE TOLERATED AND MAY LEAD TO THE CANCELLATION OF YOUR MEMBERSHIP.
18. COMMUNITY SHOP REQUESTS THAT WHILST ON COMMUNITY SHOP PREMISES, ALL HEALTH AND SAFETY RULES, GUIDANCE AND INSTRUCTION BY MEMBERS OF STAFF ARE COMPLIED WITH TO ENSURE A CONTINUED SAFE ENVIRONMENT.
19. COMMUNITY SHOP RESERVES THE RIGHT TO WITHDRAW YOUR MEMBERSHIP SHOULD YOU BE FOUND TO BE IN BREACH OF OUR COMMUNITY SHOP TERMS AND CONDITIONS - RULES FOR SHOPPING.
20. WE MAY COLLECT AND PROCESS CERTAIN DATA ABOUT YOU. ANY INFORMATION WE MAY COLLECT FROM YOU WILL ONLY BE USED FOR OUR MARKETING PURPOSES AND WE WILL NOT TRADE YOUR PERSONAL INFORMATION WITH ANY OTHER PARTIES. FULL DETAILS RELATING TO OUR PRIVACY POLICY IS AVAILABLE ON OUR WEBSITE OR A COPY IS AVAILABLE UPON REQUEST.

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