



Terms and Conditions

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Order Acceptance Policy

Your receipt of an electronic or other form of order confirmation does not signify our acceptance of your order, nor does it constitute confirmation of our offer to sell. NorthShore Surf reserves the right at any time after receipt of your order to accept or decline your order for any reason. NorthShore Surf reserves the right at any time after receipt of your order, without prior notice to you, to supply less than the quantity you ordered of any item. We may require additional verifications or information before accepting any order. NorthShore Surf is a reseller to end user customers and does not accept orders from exporters, wholesalers, or other customers who intend to resell the products offered by NorthShore Surf.

Jurisdiction and Venue

You agree that any legal action brought against **Emerald Sea Energy Ltd (T/A NorthShore Surf)**, its directors, officers, employees or other representatives shall be governed by the laws of England without regard to its conflict of law principles. You agree that the sole jurisdiction and venue for any litigation arising from your use of or orders made on the NorthShore Surf website shall be an appropriate federal or county court located in Eastern England.

NorthShore Surf's use of cookies

Visiting NorthShoreSurf.co.uk with your browser settings adjusted to accept cookies tells us that you want to use NorthShore Surfs products and services and that you consent to our use of cookies and other technologies to provide them to you as described in this notice and in our Privacy Notice. See below for information on how to modify the settings in your browser to notify you when you receive a new cookie and disable cookies altogether.

Cookies and How We Use Them

Cookies are alphanumeric identifiers that we transfer to your computer's hard drive through your Web browser to enable our systems to recognise your browser for the purposes of:

- Identifying you when you sign-in to our site.
- Keeping track of items stored in your shopping basket.
- Conducting research and diagnostics to improve NorthShore Surfs content, products and services.

- Preventing fraudulent activities.
- Improving security.
- Delivering content, including advertisements, relevant to your interests on NorthShore Surf and third-party sites.
- Using analytical tools to understand statistical patterns in website

The cookies make your use of the site easier, allow you to retrieve an earlier shopping cart, make the site run more smoothly and help us to maintain a secure site. You will be unable to shop on our site without your browser set to accept cookies.

Cookies and Browser Settings

The Help menu on the menu bar of most browsers will tell you how to prevent your browser from accepting new cookies, how to have the browser notify you when you receive a new cookie and how to disable cookies altogether. Additionally, you can disable or delete similar data used by browser add-ons, such as Flash cookies, by changing the add-on's settings or visiting the website of its manufacturer.

Privacy Policy

This privacy policy discloses the privacy practices for NorthShoreSurf.co.uk. This privacy policy applies solely to information collected by this web site. It will notify you of the following:

What personally identifiable information is collected from you through the web site, how it is used and with whom it may be shared.

1. What choices are available to you regarding the use of your data.
2. The security procedures in place to protect the misuse of your information.
3. How you can correct any inaccuracies in the information.

Information collection, use and sharing

We are the sole owners of the information collected on this site. We only have access to/collect information that you voluntarily give us via email or other direct contact from you. We will not sell or rent this information to anyone.

We will use your information to respond to you, regarding the reason you contacted us. We will not share your information with any third party outside of our organization, other than as necessary to fulfill your request, e.g. to ship an order.

Unless you ask us not to, we may contact you via email in the future to tell you about specials, new products or services, or changes to this privacy policy.

Your access and Control over Information

You may opt out of any future contacts from us at any time. You can do the following at any time by contacting us via the email address or phone number given on our website:

- See what data we have about you, if any
- Change/correct any data we have about you
- Have us delete any data we have about you
- Express any concern you have about our use of your data.

Security

We take precautions to protect your information. When you submit sensitive information via the website, your information is protected both online and offline.

While we use encryption to protect sensitive information transmitted online, we also protect your information offline. Only employees who need the information to perform a specific job (for example, billing or customer service) are granted access to personally identifiable information. The computers/servers in which we store personally identifiable information are kept in a secure environment.

Updates

Our Privacy Policy may change from time to time and all updates will be posted on this page.

Payment

Payment is conducted via the third party payments system 'PayPal.com'. Please make sure you have read and agree to PayPal's Terms and Conditions (available on www.paypal.com/uk) prior to making your purchase.

Payment is taken in full before goods are despatched.

Specific exemptions from Manufacturers Warranties and Guarantees:

- Accidental damage
- Any loss suffered as a result of not being able to use the product, or any loss over and above the purchase price of the original item
- Servicing, inspecting or cleaning of the product; and failure to follow the manufacturer's instructions and/or usage guidelines
- Deliberate damage or neglect of the product
- Used / ex demo boards purchased from us are exempt from all warranties and guarantees.

Online Orders

We will take all reasonable care, in so far as it is in our power to do so, to keep the details of your order and payment secure, but in the absence of negligence on our part we cannot be held liable for any loss you may suffer if a third party procures unauthorised access to any data you provide when accessing or ordering from the Website.

Consumer Contracts Regulations 2013 - Your Rights

This legislation offers you the following cancellation rights when you buy online or by phone:

You are entitled to cancel your contract if you so wish, provided that you exercise your right no longer than 14 days after the day on which you receive the goods or services.

Your right to return products does not apply to goods made to your specification, that have been clearly personalised or which by reason of their nature cannot be returned or are liable to deteriorate or expire rapidly.

If you wish to exercise your right of cancellation, you are obliged to retain possession of the goods and take reasonable care of them.

To exercise the right to cancel, you must inform us of your decision to cancel your contract by a clear statement, including details of your name, geographical address, details of the order you wish to cancel and, where available, your phone number and email address.

You can cancel by email: shop@northshoresurf.co.uk, or call 07548 046641 between 8:30am and 5.00pm weekdays.

If you decide to cancel, you should return the goods to us at your cost within 14 days of such cancellation and we will reimburse to you (by the method used to pay for the original transaction) the amount in relation to goods to which cancellation rights apply. It is recommended that you ensure the courier service you choose to return the goods to us provides insurance for the full value of the goods to be returned.

We may make a deduction from the reimbursement for loss in value of any goods supplied, if the loss is the result of unnecessary handling by you. We will make the reimbursement no later than 14 days after the day we receive back from you any goods supplied.

Delivery

All boards are made to order and shipped as soon as they are ready. Current approximate delivery times are 3 to 4 weeks. Upon receipt of the board from the courier, it is recommended that you check the exterior packaging for signs of damage before signing.