



Independent North Shields Supporters Association

YOUR VOICE MATTERS

Terms of Service

The terms of service set out below relate to your use of this website

The URL of this website is <https://independentnssa.org> and this site operated by the Independent North Shields Supporters' Association.

INSSA offers this website, including all information and products available from this site to you, the user, conditioned upon your acceptance of all terms, conditions, policies and notices stated here.

By visiting our site and/or purchasing something from us, you engage in our service and agree to be bound by the following Terms of Service. These Terms of Service apply to all users of the site, including users who are browsers, vendors, customers, merchants or contributors of content.

As a user you have a responsibility to ensure you read the Terms of Service before accessing or using our website. By accessing or using any part of the site, you imply consent and agree to be bound by these Terms of Service.

Please note, any new features or tools which are added to the current website and store shall also be subject to the Terms of Service. Your continued use of or access to the website following the posting of any changes constitutes acceptance of those changes.

1. Shop Terms

When making a purchase through this website you do so with implied consent to these Terms of Service.

Any purchase will result in an email confirmation of a payment and this shall represent a receipt of your order. Where your order represents a membership fee, you purchase this on the understanding that you have accepted to abide by the membership Code of Conduct.

2. General Conditions

We reserve the right to refuse service to anyone for any reason at any time.

You agree not to reproduce, duplicate, copy, sell, re-sell or exploit any portion of the service, use of the service, or access to the service or any contact on the website through which the service is provided, without express written permission from INSSA.

3. Accuracy of Information

We reserve the right to modify the contents of this site at any time, but we have no obligation to notify users directly. You agree that it is your responsibility to monitor changes to our site.

4. Modifications

Prices for certain products are subject to change without notice. The membership fee is determined and set by members inline with our constitution.

We reserve the right at any time to modify or discontinue the service or any part of it without notice at any time.

We accept payments in Pound Sterling. We will not be liable to the user or to any third-party for any modification, price change, suspension or discontinuance of the service.

Voucher and discount codes are not redeemable for any cash equivalents and can not be used in conjunction with any other offers unless explicitly stated.

5. Products or Services

Certain products or services may be available exclusively online through the website, by this we mean you may have the option to pay a standard price in-person, however that same product may be available online at a discounted price. These products or services may have limited quantities but will be subject to the same conditions and refund / returns policy.

We have made every effort to display as accurately as possible the colours and images of our products that appear at the store. We cannot guarantee that your computer monitor's display of any colour will be accurate.

All descriptions of products or product pricing are subject to change at anytime without notice, at our discretion. We reserve the right to discontinue any product at any time. Any offer for any product or service made on this site is void where prohibited.

6. Billing and Account Information

You agree to provide accurate information for all purchases made online via this website. This applies to, but is not limited to, products or services purchased directly with INSSA and or processed by third-party merchants on our behalf.

We reserve the right to refuse any order you place with us. We may, in our sole discretion, limit or cancel quantities purchased per person, per household or per order.

These restrictions may include orders placed by or under the same customer account, the same credit card, and/or orders that use the same billing and/or shipping address. In the event that we make a change to or cancel an order, we may attempt to notify you by contacting the email and/or billing address/phone number provided at the time the order was made. We reserve the right to limit or prohibit orders that, in our sole judgment, appear to be placed by dealers, resellers or distributors.

You are responsible for maintaining the confidentiality of your account and password and for restricting access to your computer or internet capable device to prevent unauthorised access to your account. You agree to accept all responsibility for activities that occur under your account.

All transactions and communications via this website are secured with 256bit encryption and payments are processed on our behalf by third-party payment merchants.

7. Personal Information

Your submission of personal information through the store is governed by our Privacy Policy.

8. Errors

Occasionally there may be information on our site that contains typographical errors, inaccuracies or omissions that may relate to product descriptions, pricing, promotions, offers, product shipping charges, transit times and availability.

We reserve the right to correct any errors, inaccuracies or omissions, and to change or update information or cancel orders if any information in the Service or on any related website is inaccurate at any time without prior notice (including after you have submitted your order).

We undertake no obligation to update, amend or clarify information in the Service or on any related website, including without limitation, pricing information, except as required by law. No specified update or refresh date applied in the Service or on any related website, should be taken to indicate that all information in the Service or on any related website has been modified or updated.

9. Disclaimer of Warranties, Limitation or Liability

We do not guarantee, represent or warrant that your use of our service will be uninterrupted, timely, secure or error-free. We do not warrant that the results that may be obtained from the use of the service will be accurate or reliable. You agree that from time to time we may remove the service for indefinite periods of time or cancel the service at any time, without notice to you.

You expressly agree that your use of, or inability to use, the service is at your sole risk. The service and all products and services delivered to you through the service are (except as expressly stated by us) provided 'as is' and 'as available' for your use, without any representation, warranties or conditions of any kind, either express or implied, including all implied warranties or conditions of merchantability, merchantable quality, fitness for a particular purpose, durability, title, and non-infringement.

In no case shall the Independent North Shields Supporters' Association (INSSA), our service providers or licensor be liable for any injury, loss, claim, or any direct, indirect, incidental, punitive, special, or consequential damages of any kind, including, without limitation lost profits, lost revenue, lost savings, loss of data, replacement costs, or any similar damages, whether based in contract, tort (including negligence), strict liability or otherwise, arising from your use of any of the service or any products procured using the service, or for any other claim related in any way to your use of the service or any product, including, but not limited to, any errors or omissions in any content, or any loss or damage of any kind incurred as a result of the use of the service or any content (or product) posted, transmitted, or otherwise made available via the service, even if advised of their possibility.

10. Indemnification

You agree to indemnify, defend and hold INSSA and our partners harmless from any claim or demand, including reasonable legal fees, made by any third-party due to or arising out of your breach of these Terms of Service or the documents they incorporate by reference, or your violation of any law or the rights of a third-party.

11. Refunds & cancellations

Refunds, where applicable, shall only be considered by written request via email to the association secretary (secretary@independentnssa.org) The following terms must be met for any refund to be considered.

- Request to cancel membership – received within 7 days of purchase
- Request to cancel a donation – received within 7 days of purchase
- Request to cancel an order for a product – received with 30 days of purchase*

* Where you purchase a product online and you decide to cancel and return your item, a refund shall only apply where the product has been returned with original packaging and unused. Any item that has been personalised can not be returned and will not be refunded.

12. Recurring card payments

All recurring payments are processed by your bank card on the same date each month based on your initial payment date – once you initiate a payment the recurring date can not be amended.

Recurring card payments are not direct debits or standing orders.

By submitting a recurring card payment, you do so on the understanding that you accept responsibility to manage the payments and only you can cancel future payments should you decide to stop. You may do this using online banking or a banking app and we advise you to allow a minimum 48hrs notice prior to your renewal date to stop the payment request.

Once a payment has been processed this is non-refundable.

INSSA will accept no liability for any bank charges you may incur for a failed payment request. Where a failed payment has occurred, our bank shall make a second request 5 days after the original renewal date.

Read with:

Privacy & GDPR & Code of Conduct