



# About Quicks & Trading Information

Quicks is a company run by Archers and we want you to enjoy shopping with us. We try to give a fast, reliable and informed service. We operate 4 Pro Shops, Mail Order, Telephone, Fax and **Online Ordering**. We have large stocks of Bows, Arrows and Accessories of all sorts. We have been supplying Archery Gear for a good number of years, and try to use this experience towards continuing to develop our services to you the Archer. We do appreciate feedback from you to help us provide the best service we can. Generally we can get things to you in a few days.

Have fun and enjoy your Archery in 2012-13. **Tom Bishop, Managing Director Quicks Archery.**

## Helping you to order the right Archery Gear

Many of our staff are experienced shooters, several have been UK Champions, they are available to assist you to pick the right kit and to check that it will work together. This can be done in the shop or at a distance on the phone or by e-mail.

## Orders to be sent to you can be placed by Phone, Fax, E-mail & Website

Just give your **name & address**, & **phone number**, plus the items you want. Payment can be made by credit or debit card by quoting your **card number, expiry date & 3 Numbers on back of card**, also in the case of **Switch & Maestro** the Issue Number or Valid from date. If in doubt call us and we will talk you through it. We can also accept cheques payable to 'Quicks Archery' and postal orders by letter if you don't use plastic. We accept Delta, Visa, Mastercard, Solo, Maestro & Switch, over the phone & in addition, Electron (Electron only when you are present in a shop)

**Contacting us to place an order**, Please remember to give us a phone number so we can call you to sort out any queries.

Web Shop at : <http://www.quicksarchery.co.uk>

E-mail : [quicks@quicks.com](mailto:quicks@quicks.com)

Telephone For Mail order and other enquireies: **02392 254114** 8.30 am to 5.00 pm Monday to Saturday Inclusive.

Fax: **02392 251519** anytime. This is the Waterlooville Address fax Number.



## Shop Opening Hours

Whilst the Mail Order is open, the Waterlooville shop is **SHUT on Mondays**

However our London Shop is open on Mondays and has indoor and outdoor range to try out bows.

## Delivery of Orders

We try to provide a fast service. In the busy periods delivery can slow down a bit. If you need items for a particular date **please say so**, and we will do our best for you. It is not always possible to despatch your order the same day, try as we may. Ordering ahead will help us and you to get your order in time. We still expect to deliver in a few working days in the UK.

**Despatch Methods** Smaller items go by First Class Post, larger items go by 24hour Carrier -24 hours on working days from the date we send them. Extra Heavy and Large items such as target butts are sent by special carrier and take a little longer.

## PLEASE NOTE - Title to Ownership of Goods

Ownership of goods purchased does *not* pass to the customer until the goods are paid for in full.

**Customer Care 02392 254114** If you have a problem with an order please phone and ask for the customer care team who will be happy to advise you on the options available.

## POSTAGE COSTS

**The Online Shop automatically works out the postage cost for most of the UK and some other destinations.**

For other places & for larger and heavy deliveries we always try to find the best carriage method taking into consideration **1. Value for Money 2. Reliability 3. Speed** And the order will say **CUSTOM SHIPPING**.

**If your order comes up Custom Shipping then we find the best way to ship the order. If you want a definite quote you will need to tell us by phone or e-mail or on the order as a message in 'delivery instructions'.**

## Export Delivery Costs including Channel Isles

We try to find an economical, reliable and efficient delivery method. We charge you the actual cost of delivery. We will quote you the cost **if you ask us** before sending or if we feel it is a high cost compared with the value of what you are ordering.

## Prices and Price Changes EU and UK

Prices in the catalogue are in £ Sterling and were correct for the UK and the whole EU **at the time it is printed in April with VAT at 20%**

## Prices Outside EU & for the Channel Isles

You can deduct the 20%VAT tax in the price shown by dividing the price by 1.20 and that is the price you pay in £ Sterling. Except on books and magazines which have no VAT in the price shown.

**Our Guarantee and Returns Policy** We want you to be happy with your purchase. If you are not happy with your purchase please return it unused and undamaged to the address above within 14 days of receipt. You will be refunded in full for the goods. Please remember to get proof of posting as we cannot be held responsible for any goods lost in transit. We don't refund postage unless the goods are faulty



# Privacy, Security & Data Management

## **Privacy :**

Quicks are committed to protecting your privacy and the confidentiality of information you give to us.

**We dont pass information on to third parties.**

## **Data Management :**

### **Use and collection of personal information**

You visit our website without us knowing who you are and without revealing any information about yourself. If, however, you want to order from our site you will need to register on our Secure Web Server Computer and you will be asked to provide certain information such as your contact and payment details. We store this data on our Secure Computer.

We use the information that you provide:

- (a) To register you with our Website and to administer the Website.
- (b) To enables us to tell you how Your Order is progressing and to know what address to send stuff to, as well as information for making a payment to us. NOTE: **We only take payment when goods are despatched and Not on back orders nor at the time when you place your order**
- (c) And for assessment and analysis, e.g. marketing, customer and product analysis, to enable us to review, develop and improve our services.

## **Is using my card number a secure way to shop?**

**-Quicks is Card Industry security standard PCI DSS Compliant.**

**-We are tested regularly by a third party Card Industry Security Company.**

**-We also take protecting your data very seriously.**

The area of Quicks Website that collects your credit card information is hosted on our secure server. Before you can send us your details, your computer establishes a direct connection to our server. The information is encrypted using the latest encryption technology (SSL) to enable secure transfer of your personal data over the Internet. With a credit card payment you wouldn't have to pay, even if someone else did use your card fraudulently. So, in fact, a credit card is the safest way of ordering anything mail order, whether by phone, fax or on-line. *We hope that's convinced you!*

## **Cookies**

A cookie is an element of data that a website can send to your computers web browser which may then store it on your computer system. If you wish, you can usually adjust your browser so that your computer does not accept cookies. Cookies **do not** contain confidential information such as your home address, telephone number or credit card details. We do not exchange cookies with any third party websites or external data suppliers. **We are web users too** and want to keep you secure and hassle free from your contact with us. Cookies are needed by our website to hold your order in the shopping basket whilst you place the order. We cant run our site without Cookies.

## **Security**

The computer that holds your information is as secure as we can make it. Whilst we cannot absolutely guarantee the security of any data that you disclose to us on-line, you can be sure that we are taking all steps we can to keep your data safe on Secure Server Computers. We will not be responsible for any breach of security unless this is due to our negligence or wilful default.

**Your Statutory Rights** None of the information above affects your statutory rights. We are a UK based company, subject to UK consumer law so dealing with Quicks is completely safe.

## **Data Queries**

If you have a Data Query, in the first place please email us: **quicks@quicks.com** with subject '**Data Query**'.

In addition, You have the right to see personal data (as defined under the Data Protection Act) that we keep about you upon receipt of a written request and payment of a fee of £10. Any request should be sent to: