# Return & Refund Policy

Thanks for shopping at Train & Treat.

If you are not entirely satisfied with your purchase, we are here to help.

**Returns**

You have 14 calendar days to return an item from the date you received it.

To be eligible for a return, your item must be unused and in the same condition that you received it. Please include in your email correspondence the reason for the return and please specify if you require a refund or replacement.

Your item must be in the original packaging and label still attached.

Your item needs to have the receipt or proof of purchase.

Please return your item to: 42 Gordon Street, HUNTLY. Aberdeenshire. AB54 8EQ

For your protection we recommend that you use a recorded delivery service when returning your item or items back to us as we are not liable for any loss or damage whilst in transit.

**Refunds**

Once we receive your item, we will inspect it and notify you that we have received your returned

item. We will immediately notify you on the status of your refund after inspecting the item.

If your return is approved, we will initiate a refund to your credit card (or original method of payment).

You will receive the credit within a certain amount of days, depending on your card issuer's policies.

**Shipping**

You will be responsible for paying for your own shipping costs for returning your item unless we deem the fault to be ours and on this occasion, only will we cover the refund shipping costs. All other refund shipping costs are non­refundable.

If you receive a refund that is not due to faulty goods, the cost of return shipping will be deducted from your refund.

Privacy Policy

Last updated: 27/05/2021

Train & Treat ("us", "we", or "our") operates www.trainntreat.co.uk (the "Site"). This page informs you of our policies regarding the collection, use and disclosure of Personal Information we receive from users of the Site.

We use your Personal Information only for providing and improving the Site. By using the Site, you agree to the collection and use of information in accordance with this policy.

**Information Collection and Use**

While using our Site, we may ask you to provide us with certain personally identifiable information that can be used to contact or identify you. Personally, identifiable information may include, but is not limited to your name ("Personal Information").

**Log Data**

Like many site operators, we collect information that your browser sends whenever you visit our Site ("Log Data").

This Log Data may include information such as your computer's Internet Protocol ("IP") address, browser type, browser version, the pages of our Site that you visit, the time and date of your visit, the time spent on those pages and other statistics.

In addition, we may use third party services such as Google Analytics that collect, monitor and analyse this.

**Communications**

We may use your Personal Information to contact you with newsletters, marketing or promotional materials and other information that ...

**Cookies**

Cookies are files with small amount of data, which may include an anonymous unique identifier. Cookies are sent to your browser from a web site and stored on your computer's hard drive.

Like many sites, we use "cookies" to collect information. You can instruct your browser to refuse all cookies or to indicate when a cookie is being sent. However, if you do not accept cookies, you may not be able to use some portions of our Site.

**Security**

The security of your Personal Information is important to us, but remember that no method of transmission over the Internet, or method of electronic storage, is 100% secure. While we strive to use commercially acceptable means to protect your Personal Information, we cannot guarantee its absolute security.

**Changes To This Privacy Policy**

This Privacy Policy is effective as of 27/05/2021 and will remain in effect except with respect to any changes in its provisions in the future, which will be in effect immediately after being posted on this page.

We reserve the right to update or change our Privacy Policy at any time and you should check this Privacy Policy periodically. Your continued use of the Service after we post any modifications to the Privacy Policy on this page will constitute your acknowledgment of the modifications and your consent to abide and be bound by the modified Privacy Policy.

If we make any material changes to this Privacy Policy, we will notify you either through the email address you have provided us, or by placing a prominent notice on our website.

**Contact Us**

If you have any questions about this Privacy Policy, please contact us.