

ID Edrich

Standard Terms & Conditions

ID Edrich

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Returns*

If you purchased an item, you may return it within 14 days, and receive a full refund.

If you return something because: of an error on our part; it's damaged; or it's not described properly, we'll refund the delivery & returning charges.

We do not normally replace or exchange items, due to the limited availability of our stock.

For your protection, we recommend that you use a recorded delivery service for items of more than £10 value.

**See the detailed notes in this document.*

Welcome to ID Edrich. ID Edrich provides access to the ID Edrich website (the "website") and sells our products to you subject to the conditions set out on this page.

1. Some Important Terms

- You may return any item to ID Edrich within 14 days of delivery and receive a refund.
- If you return a gift purchased for you at ID Edrich you'll receive a gift voucher for the value of your return, which you can use as part or full payment for future purchases from us.
- We do not normally replace or exchange items, due to the limited availability of our stock.
- If you return something because of an error on our part or because it's damaged or defective, or because it is not described properly, we'll refund the delivery charges incurred in sending the item to you and pay your costs of returning it to us, providing they are reasonable and provided that they are authorised by us in advance.
- We'll check all items returned as damaged, defective or described incorrectly. In the event we find no fault, we reserve the right to re-charge you for the item/s and to recover our fees and expenses from you.
- By law, customers in the European Union also have the right to withdraw from the purchase of an item within seven working days of the day after the date the item is delivered. This applies to all of our products.
- To cancel your purchase within the seven-working-day cooling-off period, please contact us, giving the reason for the return as "I just don't want it anymore".
- For your protection, we recommend that you use a recorded-delivery service if the value of the return is more than 10GBP.

2. Conditions Relating to Your Use of ID Edrich

2.1. Your Account

If you use the website, you are responsible for maintaining the confidentiality of your account and password and for restricting access to your computer to prevent unauthorised access to your account. You agree to accept responsibility for all activities that occur under your account or password. You should take all necessary steps to ensure that the password is kept confidential and secure and should inform us immediately if you have any reason to believe that your password has become known to anyone else, or if the password is being, or is likely to be, used in an unauthorised manner.

Please ensure that the details you provide us with are correct and complete and inform us immediately of any changes to the information that you provided when registering. You can access and update much of the information you provided us with in the Your Account area of the website.

ID Edrich reserves the right to refuse access to the website, terminate accounts, remove or edit content, or cancel orders at our discretion. If we cancel an order, it will be without charge to you.

2.2. Privacy

Please review our Privacy Notice, which also governs your visit to ID Edrich, to understand our practices.

2.3. Access to ID Edrich

We will do our utmost to ensure that availability of the website will be uninterrupted and that transmissions will be error-free. However, due to the nature of the Internet, this cannot be guaranteed. Also, your access to the website may also be occasionally suspended or restricted to allow for repairs, maintenance, or the introduction of new facilities or services. We will attempt to limit the frequency and duration of any such suspension or restriction.

2.4. No advice

The Website is not intended to be a comprehensive or detailed statement concerning the matters addressed; professional or expert advice or recommendations; or an offer or recommendation to sell or buy any book or other item, product or service. You should seek appropriate, qualified professional advice and recommendations before acting or omitting to act based upon any information provided on or through the Website.

2.5. Licence for website access

ID Edrich grants you a limited licence to access and make personal use of this website, but not to download (other than page caching) or modify it, or any portion of it, except with express written consent of ID Edrich. This licence does not include any resale or commercial use of this website or its contents; any collection and use of any product listings, descriptions, or prices; any derivative use of this website or its contents; any downloading or copying of account information for the benefit of another merchant; or any use of data mining, robots, or similar data gathering and extraction tools.

This website or any portion of this website may not be reproduced, duplicated, copied, sold, resold, visited, or otherwise exploited for any commercial purpose without our express written consent.

You may not frame or use framing techniques to enclose any trademark, logo, or other proprietary information (including images, text, page layout, or form) of ID Edrich without express written consent. You may not use any meta tags or any other "hidden text" utilising ID Edrich's names or trademarks without the express written consent of ID Edrich. Any unauthorised use terminates the permission or license granted by ID Edrich.

You are granted a limited, revocable, and non-exclusive right to create a hyperlink to the Welcome page of ID Edrich as long as the link does not portray ID Edrich or our products or services in a false, misleading, derogatory, or otherwise offensive matter. You may not use any ID Edrich logo or other proprietary graphic or trademark as part of the link without our express written consent.

2.6. Your conduct

You must not use the website in any way that causes, or is likely to cause, the website or access to it to be interrupted, damaged or impaired in any way.

You understand that you, and not ID Edrich, are responsible for all electronic communications and content sent from your computer to us and you must use the website for lawful purposes only.

You must not use the website for any of the following:

- for fraudulent purposes, or in connection with a criminal offence or other unlawful activity
- to send, use or reuse any material that is illegal, offensive, abusive, indecent, defamatory, obscene or menacing; or in breach of copyright, trademark, confidence, privacy or any other right; or is otherwise injurious to third parties; or objectionable; or which consists of or contains software viruses, political campaigning, commercial solicitation, chain letters, mass mailings or any "spam"
- to cause annoyance, inconvenience or needless anxiety

2.7. Defamation claims

If you believe that any content on, or advertised for sale on, the website contains a defamatory statement, please notify us immediately. Once notified, ID Edrich will make all reasonable endeavours to remove the defamatory content complained about within a reasonable time.

2.8. Copyright, authors' rights and database rights

All content included on the website, such as text, graphics, logos, button icons, images, audio clips, digital downloads, data compilations, and software, is the property of ID Edrich and is protected by United Kingdom and international copyright, authors' rights and database right laws. The compilation of all content on this website is the exclusive property of ID Edrich and is protected by United Kingdom and international copyright and database right laws. All software used on this website is the property of ID Edrich and is protected by United Kingdom and international copyright and author' rights laws.

You may not systematically extract and/or re-utilise parts of the contents of the website without ID Edrich's express written consent. In particular, you may not utilise any data mining, robots, or similar data gathering and extraction tools to extract (whether once or many times) for re-utilisation of any substantial parts of this website, without ID Edrich's express written consent. You also may not create and/or publish your own database that features substantial (eg our prices and product listings) parts of this website without ID Edrich's express written consent.

2.9. Intellectual Property Claims

ID Edrich respects the intellectual property of others. If you believe that your intellectual property rights have been used in a way that gives rise to concerns of infringement, please

notify us immediately. Once notified, ID Edrich will make all reasonable endeavours to correct the infringement within a reasonable time.

2.10. Trademarks

The ID Edrich name and the ID Edrich's graphics, logos, page headers, button icons, scripts and service names are the trademarks or trade dress of ID Edrich. ID Edrich's trademarks and trade dress may not be used in connection with any product or service that is not ID Edrich's, in any manner that is likely to cause confusion among customers, or in any manner that disparages or discredits ID Edrich.

2.11. Ownership of the Website

Copyright © ID Edrich. 2012. The Website and its content (including all text, graphics, logos, videos, audio clips, digital downloads, data compilation, forms, images, icons, software, design, applications and other elements available on or through the Website) are the property of ID Edrich or its content suppliers, and are protected by United Kingdom and International copyright laws. The compilation of all content on the Website is the exclusive property of ID Edrich and protected by United Kingdom and International copyright. Your use of the Website does not transfer to you any ownership or other rights in the Website or its content. All software used on the Website is the property of ID Edrich or its software suppliers and protected by United Kingdom and International copyright laws.

3. Conditions Relating to the Sale of Products to You

This section deals with conditions relating to the sale of products by ID Edrich to you.

3.1. Our contract

When you place an order to purchase a product from ID Edrich, we will send you an e-mail confirming receipt of your order and containing the details of your order. Your order represents an offer to us to purchase a product which is accepted by us when we send e-mail confirmation to you that we've dispatched that product to you (the "Dispatch Confirmation E-mail"). That acceptance will be complete at the time we send the Dispatch Confirmation E-mail to you. Any products on the same order which we have not confirmed in a Dispatch Confirmation E-mail to have been dispatched do not form part of that contract.

3.2. Returns

Please review our Returns Policy, which applies to products purchased from us. In addition to your 30-day returns guarantee, customers in the European Union are entitled to a statutory cooling-off period of seven business days. Details of this statutory right and an explanation of how to exercise it are provided in the order confirmation e-mail and in the Returns Policy.

3.3. Pricing and availability

We list availability information for products sold by us on the website. Beyond what we say on that page or otherwise on the website, we cannot be more specific about availability. As we process your order, we will inform you by e-mail if any products you order turn out to be unavailable.

Despite our efforts, a small number of the millions of products in our catalogue are mispriced. Rest assured, however, that we verify prices as part of our dispatch procedures. If a product's correct price is lower than our stated price, we charge the lower amount and send you the product. If a product's correct price is higher than our stated price, we will, at our discretion, either contact you for instructions before dispatch or cancel your order and notify you of such cancellation.

For more details, please review our Pricing and Availability policy and our Availability Policy, both of which apply to products ordered from us.

All prices are inclusive of VAT unless stated otherwise.

3.4. Customs

When ordering goods from ID Edrich for delivery overseas you may be subject to import duties and taxes, which are levied once the package reaches the specified destination. Any additional charges for customs clearance must be borne by you; we have no control over these charges and cannot predict what they may be. Customs policies vary widely from country to country, so you should contact your local customs office for further information. Additionally, please note that when ordering from ID Edrich, you are considered the importer of record and must comply with all laws and regulations of the country in which you are receiving the goods. Your privacy is important to us and we know that you care about how information about your order is used and shared. We would like our international customers and customers dispatching products internationally to be aware that cross-border deliveries are subject to opening and inspection by customs authorities. For more information see Customs Information.

3.5. Children

ID Edrich does not sell products for purchase by children. We sell children's books and associated material for purchase by adults. If you are under 18, you may use ID Edrich only with the involvement of a parent or guardian.

3.6. Electronic communications

When you visit ID Edrich or send e-mails to us, you are communicating with us electronically. We communicate with you by e-mail or by posting notices on the website. For contractual purposes, you consent to receive communications from us electronically and you agree that all agreements, notices, disclosures and other communications that we provide to you electronically satisfy any legal requirement that such communications be in writing. This condition does not affect your statutory rights.

3.7. Losses

ID Edrich will be responsible for any losses you suffer as a result of us breaching these conditions if the losses were reasonably foreseeable to both you and us when you commenced using the website, or a contract for the sale of goods by us to you was formed. We will not be responsible for any business loss (including loss of profits, revenue, contracts, anticipated savings, data, goodwill or wasted expenditure) or any other indirect or consequential loss that is not reasonably foreseeable to both you and us when you commenced using the website or when a contract for the sale of goods by us to you was formed. ID Edrich does not limit in any way our liability by law for death or personal injury

caused from our negligence or breach of duty or caused by our gross negligence or wilful misconduct.

3.8. Alteration of Service or Amendments to the Conditions

We reserve the right to make changes to our website, policies, and these Conditions of Use & Sale at any time. You will be subject to the policies and Conditions of Conditions of Use & Sale in force at the time that you use the website or that you order goods from us, unless any change to those policies or these conditions is required to be made by law or government authority (in which case it will apply to orders previously placed by you). If any of these conditions is deemed invalid, void, or for any reason unenforceable, that condition will be deemed severable and will not affect the validity and enforceability of any remaining condition.

3.9. Events beyond our reasonable control

We will not be held responsible for any delay or failure to comply with our obligations under these conditions if the delay or failure arises from any cause which is beyond our reasonable control. This condition does not affect your statutory rights.

3.10. Waiver

If you breach these conditions and we take no action, we will still be entitled to use our rights and remedies in any other situation where you breach these conditions.

3.11. Governing law and jurisdiction

These conditions are governed by and construed in accordance with the laws of the United Kingdom and the application of the United Nations Convention on Contracts for the International Sale of Goods is expressly excluded. You agree, as we do, to submit to the non-exclusive jurisdiction of the courts of the United Kingdom.

3.12. Our details

ID Edrich is a partnership . The website is owned and operated by ID Edrich.

The correspondence address of ID Edrich is: ID Edrich, 17 Selsdon Road, Wanstead, London, E11 2QF.

4. Privacy Notice

ID Edrich knows that you care how information about you is used and shared and we appreciate your trust in us to do that carefully and sensibly. This notice describes the privacy policy of ID Edrich. By visiting the Website you are accepting and consenting to the practices described in this Privacy Notice.

4.1. Controllers of Personal Information

Any personal information provided to or gathered by ID Edrich is controlled by ID Edrich Partners (the data controllers), all at ID Edrich, 17 Selsdon Road, Wanstead, London, E11 2QF.

4.2. What Personal Information About Customers Does ID Edrich Gather?

The information we learn from customers helps us personalise and continually improve your shopping experience at ID Edrich. We use the information to handle orders, deliver products and services, process payments, communicate with you about orders, products, services and promotional offers, update our records and generally maintain your accounts with us, display content such as wish lists and customer reviews and recommend merchandise and services that might be of interest to you. We also use this information to improve our store and platform, prevent or detect fraud or abuses of our website and enable third parties to carry out technical, logistical or other functions on our behalf.

Here are the types of information we gather.

- **Information You Give Us:** we receive and store any information you enter on our website or give us in any other way. You can choose not to provide certain information but then you might not be able to take advantage of some of our features. We use the information that you provide for such purposes as responding to your requests, customizing future shopping for you, improving our store, and communicating with you.
- **Automatic Information:** we receive and store certain types of information whenever you interact with us. For example, like many websites, we use "cookies" and we obtain certain types of information when your Web browser accesses ID Edrich or advertisements and other content served by or on behalf of ID Edrich on other Websites.
- **E-mail Communications:** to help us make e-mails more useful and interesting, we often receive a confirmation when you open e-mail from ID Edrich if your computer supports such capabilities. .

- Information from Other Sources: we might receive information about you from other sources and add it to our account information.

4.3. What About Cookies?

- 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 and to provide certain features.
- 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. However, because cookies allow you to take advantage of some of ID Edrich's essential features, we recommend that you leave them turned on.
- If you do leave cookies turned on, be sure to sign off when you finish using a shared computer. [Click here](#) for more information on how to sign off.

4.4. Does ID Edrich share the Information it receives?

Information about our customers is an important part of our business and we do not sell it to others. ID Edrich shares customer information only as described below.

- Third Party Service Providers: We employ other companies and individuals to perform functions on our behalf. Examples include fulfilling orders, delivering packages, sending postal mail and e-mail, removing repetitive information from customer lists, analysing data, providing marketing assistance, providing search results and links (including paid listings and links), processing credit card payments and providing customer service. They have access to personal information needed to perform their functions, but may not use it for other purposes. Further, they must process the personal information in accordance with this Privacy Notice and as permitted by the UK's Data Protection Act.
- Business Transfers: As we continue to develop our business, we might sell or buy stores, subsidiaries or business units. In such transactions, customer information generally is one of the transferred business assets but remains subject to the promises made in any pre-existing Privacy Notice (unless, of course, the customer consents otherwise). Also, in the unlikely event that ID Edrich, or substantially all of its assets, are acquired, customer information will of course be one of the transferred assets.
- Protection of ID Edrich and Others: We release account and other personal information when we believe release is appropriate to comply with the law; enforce or apply our Conditions of Use and other agreements; or protect the rights, property

or safety of ID Edrich, our users or others. This includes exchanging information with other companies and organisations for fraud protection and credit risk reduction. Obviously, however, this does not include selling, renting, sharing or otherwise disclosing personally identifiable information from customers for commercial purposes in a way that is contrary to the commitments made in this Privacy Notice.

- With your consent: other than as set out above, you will receive notice when information about you might go to third parties and you will have an opportunity to choose not to share the information.

Whenever we transfer personal information to countries outside of the European Economic Area in the course of sharing information as set out above, we will ensure that the information is transferred in accordance with this Privacy Notice and as permitted by the applicable laws on data protection.

4.5. How Secure Is Information About Me?

- We reveal only the last four digits of your credit card numbers when confirming an order. Of course, we transmit the entire credit card number to the appropriate credit card company during order processing.
- We maintain physical, electronic and procedural safeguards in connection with the collection, storage and disclosure of personally identifiable customer information. Our security procedures mean that we may occasionally request proof of identity before we disclose personal information to you.
- It is important for you to protect against unauthorised access to your password and to your computer. Be sure to sign off when you finish using a shared computer. [Click here for more information on how to sign off.](#)

4.6. What About Third-Party Advertisers and Links to Other Websites?

Our site may include third-party advertising and links to other Websites. We do not provide any personally identifiable customer information to these advertisers or third-party Websites. [Click here for more information about our Advertising Policies and Specifications.](#)

These third-party websites and advertisers, or Internet advertising companies working on their behalf, sometimes use technology to send (or "serve") the advertisements that appear on our website directly to your browser. They automatically receive your IP address when this happens. They may also use cookies, JavaScript, web beacons (also known as action tags or single-pixel gifs), and other technologies to measure the effectiveness of their ads and to personalise advertising content. We do not have access to or control over cookies or other features that they may use, and the information practices of these advertisers and third-

party websites are not covered by this Privacy Notice. Please contact them directly for more information about their privacy practices. In addition, the Network Advertising Initiative offers useful information about Internet advertising companies (also called "ad networks" or "network advertisers"), including information about how to opt-out of their information collection.

4.7. What Information Can I Access?

ID Edrich gives you access to a broad range of information about your account and your interactions with ID Edrich for the limited purpose of viewing and, in certain cases, updating that information.

4.8. What Choices Do I Have?

- As discussed above, you can always choose not to provide information, even though it might be needed to make a purchase or to take advantage of such ID Edrich features as Your Profile, Wish Lists.
- You can add or update certain information on pages such as those referenced in the.
- If you do not want to receive e-mail or other mail from us, please let us know. (If you do not want to receive Conditions of Use and other legal notices from us, such as this Privacy Notice, those notices will still govern your use of ID Edrich and orders placed with ID Edrich, and it is your responsibility to review them for changes.)
- 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. However, because cookies allow you to take advantage of some of ID Edrich's essential features, we recommend that you leave them turned on. For instance, if you block or otherwise reject our cookies, you will not be able to add items to your Shopping Basket, proceed to Checkout, or use any ID Edrich products and services that require you to Sign in.

4.9. Notices and Revisions

If you have any concern about privacy at ID Edrich, please e-mail us a thorough description and we will try to resolve the issue for you.

Our business changes constantly and our Privacy Notice and the Conditions of Use will change also. We may e-mail periodic reminders of our notices and conditions, unless you have instructed us not to, but you should check our website frequently to see recent

changes. Unless stated otherwise, our current Privacy Notice applies to all information that we have about you and your account. We stand behind the promises we make, however, and will never materially change our policies and practices to make them less protective of customer information collected in the past without the consent of affected customers.

4.10. Information You Give Us

You provide most such information when you search, buy, post, participate in a contest or questionnaire or communicate with us. For example, you provide information when you: search for a product; place an order through ID Edrich; provide information in Your Account (and you might have more than one if you have used more than one e-mail address when shopping with us) or your Your Profile; communicate with us by phone, e-mail or otherwise; complete a questionnaire or a contest entry form; compile Wish Lists; and employ other personal notification services. As a result of those actions, you might supply us with such information as: your name; address and phone number; credit card information; people to whom purchases have been dispatched (including addresses and phone numbers); and financial information.

4.11. Automatic Information

Examples of the information we collect and analyse include: the Internet protocol (IP) address used to connect your computer to the Internet; login; e-mail address; password; computer and connection information such as browser type and version; operating system and platform; purchase history, which we sometimes aggregate with similar information from other customers to create features such as Best Sellers; the full Uniform Resource Locators (URL) clickstream to, through and from our website (including date and time); cookie number; products you viewed or searched for; and any phone number used to call our customer service number. We may also use browser data such as cookies, Flash cookies (also known as Flash Local Shared Objects), or similar data on certain parts of our website for fraud prevention and other purposes. During some visits we may use software tools such as JavaScript to measure and collect session information, including page response times, download errors, length of visits to certain pages, page interaction information (such as scrolling, clicks, and mouse-overs), and methods used to browse away from the page.

4.12. Information from Other Sources

Examples of information we receive from other sources include: updated delivery and address information from our carriers or other third parties, which we use to correct our records and deliver your next purchase or communication more easily; account information, purchase or redemption information and page-view information from some merchants with

which we operate co-branded businesses or for which we provide technical, fulfillment, advertising or other services.

4.13. Co-Branded and Joint Offerings

In the future we may offer joint or co-branded products and services.

4.14. Information You Can Access

Examples of information you can access easily at ID Edrich include: up-to-date information regarding recent orders; personally identifiable information (including name, e-mail, password, communications and personalised advertising preferences, address book and; payment settings (including credit-card information and gift certificate, gift card and cheque balances); e-mail notification settings (including Alerts, Available to Order notifications, Delivers, Recommended for You and newsletters); recommendations (including recent product-view history, prior-order history and Favourites); Wish Lists etc.

5. Returns & Refunds Policy

5.1. What's ID Edrich's Returns & Refund Policy

You may return any item to ID Edrich within 14 days of delivery and receive a refund.

5.2. How can I return something I didn't order myself?

You can pack and return your return in a few simple steps:

- notify ID Edrich of your intention to return the item together with your reason;
- receive a return mailing authorisation from ID Edrich;
- pack the items and return mailing authorisation securely in a box or the parcel used to deliver the item;
- clearly label the box with our address: 17 Selsdon Road, Wanstead, London, E11 2QF;
- pay the required postage and carriage insurance;
- drop the parcel off at your designated carrier's location.

To make sure you receive the correct refund, please don't include items from other orders or other deliveries in the same box. Every return must have a separate mailing label.

Return delivery costs may be deducted from your refund depending on the reason for return.

5.2. How can I return something I didn't order myself?

If you return a gift purchased for you at ID Edrich you'll receive a gift certificate for the value of your return, which you can use as part or full payment for future purchases from us. Don't worry, we won't let the person who sent you the gift know about your return.

Please remember that normal returns criteria apply unless the return is due to an error on our part. If the return isn't due to an error on our part, the refund won't include the cost of gift-wrapping or other services provided in connection with the purchase. The cost of returning the item to us won't be included, unless you're returning shoes that were delivered to an address within the UK.

5.3. Return a wrong item

If your package includes an item you weren't expecting or you receive an ID Edrich order and you're not an ID Edrich customer, please contact us.

5.4. How can I get something replaced or exchanged?

We do not normally replace or exchange items, due to the limited availability of our stock. If you would like to exchange an item for a different one, please contact us to discuss the matter further. We will not normally exchange items, though we may do so if we feel the situation is exceptional.

5.4. Damaged Items

If you receive an item that's damaged, you should contact us to discuss the matter further. If you feel your item was damaged due to poor packaging, please let us know by submitting feedback about the packaging.

5.5. How and when will I be refunded?

Most refunds are issued on the payment method used at the time of purchase. We will endeavour to process your refund quickly and efficiently.

5.6. Will any return costs be refunded?

If you return something because of an error on our part or because it's damaged or defective, or because it is not described properly, we'll refund the delivery charges incurred in sending the item to you and pay your costs of returning it to us, providing they are reasonable and provided that they are authorised by us in advance. We'll also refund the cost of gift wrapping and other services provided to you in connection with your purchase, where applicable.

We'll check all items returned as damaged, defective or described incorrectly. In the event we find no fault, we reserve the right to re-charge you for the item/s and to recover our fees and expenses from you.

6. Pricing Policy

We try to offer you consistently low prices on our entire catalogue. All prices are listed in GBP. "Our Price", as displayed, is inclusive of UK VAT at the appropriate rate, where relevant.

6.1. Confirming Price

Items in your Shopping Basket will always reflect the most recent price displayed on the item's product detail page. Please note that this price may differ from the price shown for the item when you first placed it in your basket. Placing an item in your basket does not reserve the price shown at that time. It is also possible that an item's price may decrease between the time you place it in your basket and the time you purchase it.

6.2. When We Charge Your Card

We do not charge your credit or debit card until we dispatch your order

6.3. What we do about mispricings

Despite our best efforts, a small number of the items in our catalogue are mispriced. Rest assured, however, that we verify prices as part of our dispatch procedures.

If an item's correct price is lower than our stated price, we charge the lower amount and send you the item.

If a product's correct price is higher than our stated price, we will cancel your order and notify you of that cancellation.

6.4. Price Matching

We do not normally price-match with other retailers. We do, however, consistently work toward maintaining competitive prices on everything we carry. That said, if you think that one of our products is unfairly priced please let us know.

6.5. Bulk Discounts

We do not normally offer additional discounts on large orders of a single title or on large orders of many individual titles.

7. Your Statutory Rights

7.1. Cooling-off Period

At ID Edrich we want you to be delighted every time you shop with us. Occasionally though, we know you may want to return items. That's why under our 14-day returns guarantee, if for any reason you are unhappy with your purchase, you can return it to us in its original condition within 14 days of the date you received the item.

By law, customers in the European Union also have the right to withdraw from the purchase of an item within seven working days of the day after the date the item is delivered. This applies to all of our products.

To cancel your purchase within the seven-working-day cooling-off period, please contact us, giving the reason for the return as "I just don't want it anymore". Please package the relevant item securely and send it to us as stated within our Returns & Refunds Policy.

For your protection, we recommend that you use a recorded-delivery service if the value of the return is more than 10GBP.

Please note that you will be responsible for the costs of returning the items to us unless we delivered the item to you in error, or if the item is damaged or defective. If we do not receive the item back from you with the delivery slip, we may arrange for collection of the item from your residence at your cost.

You should be aware that once we begin the delivery process you will not be able to cancel any contract you have with us for additional services carried out by us (eg: giftwrapping).

As soon as we receive notice of your cancellation of this order, we will refund the relevant part of the purchase price for that item together with the item's normal postage charge. We cannot refund any priority, express or courier component of the postage charge. For more information on your right to withdraw from your purchase within the seven working day cooling-off period, visit the Department of Trade and Industry's website at: <http://www.dti.gov.uk/consumers/buying-selling/distance-selling/index.html>

7.2. Other statutory rights

For more information about your other statutory rights, please visit the Department of Trade and Industry's Consumer Gateway website at: <http://www.consumerdirect.gov.uk/>

