



## HORSEYTalk.NET LTD TERMS AND CONDITIONS

### Advertising

- Publication is within 5 working days from date of payment, when payment is made by card.
- Invoices/ receipts are issued on booking. If paying by cheque, payment is required within 14 days.
- Cheques should be made payable to Horseytalk.net.
- No commission is payable to agents.
- All advertisements must be decent, legal, honest and truthful. Horseytalk will not accept responsibility for any dispute or threatened dispute arising from publication of any advertisement, nor will it be held responsible for any misrepresentation arising from advertorials. These remain the responsibility of the advertiser. However should it occur, the advertiser agrees to indemnify Horseytalk.net in respect of any costs and damages incurred as the result of any dispute or threatened dispute arising from the publication of an advertisement or advertorial.
- The placing and payment for any advertisement will be taken as acceptance of the above terms.

### Refunds Policy

Full refund will apply to advertising customers in the event that the customer's advertisement is misrepresented or incorrect, or that given instructions have not been implemented.

Proofs will be provided to a deadline for response by the customer. Horseytalk.net cannot be held responsible for incorrect advertisements resulting from missed copy deadlines.

### Cancellation Policy

Cancellation of an agreed advertisement/ advertorial must be made in writing within 5 working days of booking, when a full refund will apply.

### Privacy and Security Policy

Customer's financial details are not stored by Horseytalk.net Ltd. Horseytalk does not have access to customers Credit Card or Bank Account details. Payments made virtually are processed securely at PayPal. Customer Service contact information is not stored, and is not shared with third parties.

In the event of long term advertising arrangements, separate contractual arrangements will be made.

### On –line shop

Horseytalk operates it's on- line shopping facilities via the secure services of Amazon.co.uk. Their Conditions of use and sale, and Privacy notice apply to products purchased via Horseytalk.net.

### Delivery

Horseytalk.net undertakes to deliver all goods within three/four days of purchase..

### Refunds

Horseytalk.net undertakes to completely refund the full cost of products returned within 7 days of purchase providing the products have not been used or soiled and are accompanied by proof of purchase..

### Customer help

In the event of difficulty please email [katie@horseytalk.net](mailto:katie@horseytalk.net) .