



where you're from

welsh family history brought to life

Gift Voucher terms and conditions

Where You're From will supply gift vouchers in accordance with these terms and conditions.

1. Delivery

Wherever possible gift vouchers will be despatched within three working days of the order being placed subject to that order being received prior to 10am GMT. Please note that the date of despatch and delivery to a customer is not of the essence. All vouchers will be delivered by secure means to the address given by the customer at the time the order was placed. The customer must inform Where You're From of any discrepancy as soon as possible but in any event within 3 days of the delivery of the vouchers.

2. Risk

Risk of loss, destruction or damage to the vouchers remains with Where You're From until delivery to the customer's address or nominated address where upon risk shall pass to the customer or recipient.

3. Payment

Payment can be made by credit/debit card via PayPal or by a cheque in British pounds sterling. If you wish to pay by cheque orders will only be fulfilled upon receipt of cleared funds.

4. Validity

Gift vouchers are valid for six months from date of purchase as shown on the voucher. Extension of expiry date is at the sole discretion of Where You're From and applications for extension should be made to Where You're From directly.

5. Gift vouchers

Gift Vouchers may be used in full or part payment of services offered by Where You're From. They may not be redeemed for cash in any circumstances. Vouchers are not sold on a sale or return basis and no return will be permitted unless it can be demonstrated that Where You're From has been in error in fulfilling the customer order.

6. Discount

Vouchers must not be sold to any third party at a discount without the prior written approval of Where You're From.

7. Orders

Where You're From reserves the right to refuse to accept an order and also reserves the right to immediately suspend the fulfilment of an order if the customer is in breach of any of these terms and conditions.

8. Brand protection

No trade mark, service mark, corporate name may be used by a customer without that customer first obtaining the prior written permission of Where You're From.

9. Variation

Where You're From reserves the right to alter any of the above terms and conditions but undertakes that before doing so it will serve a reasonable notice upon the customer. The customer may not vary the terms and conditions and any attempt to vary these terms and conditions will not be effective unless it is in writing and signed on behalf of Where You're From.

10. Severance

If any of the provisions of this agreement shall be found by any court to be invalid or unenforceable such invalidity or unenforceability shall not affect the other provisions of this agreement which shall remain in full force and effect.

11. Third parties

A person who is not a party to this agreement will acquire no rights under the Contracts (Rights of Third Parties) Act 1999 to enforce or take the benefit of any of these terms and conditions.

12. Jurisdiction

This agreement shall be governed by and construed in accordance with the laws of England and the English courts shall have exclusive jurisdiction.

Customer Services

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