

{jkefel kefelui=[tabs] title=[Sales]}

Our main distribution warehouse is located in Merseyside and provides nationwide delivery.

### **Head Office - Sales, Accounts & Distribution:**

Switchboard: 0151 324 0779

thecodestore.co.uk Ltd. | Trade Counter 7 | 66 Long Lane | Aintree | Liverpool | L9 7BN

**Email:** [info@thecodestore.co.uk](mailto:info@thecodestore.co.uk)

**Twitter:** @thecodestore

### **Note:-**

- Please leave your name and number we will call you back as soon as possible.
- We aim to respond to all emails within 48 hours.

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{jkefel title=[Opening Times]}

We are open Monday - Friday from 8.30am - 5pm.

The office and warehouse will be closed on all bank holidays unless otherwise stated.

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{jkefel title=[Returns]}

Please check goods thoroughly upon delivery and do not accept or sign for damaged goods.

Damaged goods cannot be returned.

Please note that orders of different product lines may arrive in different deliveries at different times.

Goods which are unopened and undamaged may be returned within 14 days of receipt to [thecodestore.co.uk](http://thecodestore.co.uk), however, they are subject to a 25% handling and administration fee. To return goods please contact us immediately to arrange return delivery.

**Contact the head office on 0151 324 0779.**

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{jkefel title=[About Deliveries]}

Deliveries made through the website before 2pm are usually processed that day.

You will be emailed once your order has been processed and sent out for delivery. You can check on the status of your order at any time by logging in and clicking 'Account Maintenance' on the left hand side of the screen.

**Please contact the head office if you have any questions about your order on 0151 324 0779.**

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{jkefel title=[Company Reg. & V.A.T. No.s]}

thecodestore.co.uk Ltd. Company Registration Number 7055646

VAT Number: 285429961

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{jkefel title=[Complaints]}

### **New Complaints**

In the unlikely event you have a complaint, please contact us:

Telephone: 0151 324 0779

Email: [info@thecodestore.co.uk](mailto:info@thecodestore.co.uk)

Post: thecodestore.co.uk Ltd | Trade Counter 7 | 66 Long Lane | Aintree | Liverpool L9 7BN

We typically respond to all written complaints within 48 working hours, however this may take up to 7 working days.

### **Further Steps**

If your complaint cannot be resolved by our support staff you may request to speak to a manager who will try to solve the problem promptly.

### **Independent Advice**

If you would like independent advice please contact the Citizens Advice helpline on 08454 04 05 06.

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{jkefel title=[Privacy Policy]}

thecodestore.co.uk Ltd Privacy Policy

This Privacy Policy describes how your personal information is collected, used, and shared when you visit or make a purchase from thecodestore.co.uk, securecyclestore.com or powerpipehr.co.uk (the “Site”).

### PERSONAL INFORMATION WE COLLECT

When you visit the Site, we automatically collect certain information about your device, including information about your web browser, IP address, time zone, and some of the cookies that are installed on your device. Additionally, as you browse the Site, we collect information about the individual web pages or products that you view, what websites or search terms referred you to the Site, and information about how you interact with the Site. We refer to this automatically-collected information as “Device Information.”

We collect Device Information using the following technologies:

- “Cookies” are data files that are placed on your device or computer and often include an anonymous unique identifier. For more information about cookies, and how to disable cookies, visit <http://www.allaboutcookies.org>.

- “Log files” track actions occurring on the Site, and collect data including your IP address,

browser type, Internet service provider, referring/exit pages, web chat and date/time stamps.

- “Web beacons,” “tags,” and “pixels” are electronic files used to record information about how you browse the Site.

Additionally, when you make a purchase or attempt to make a purchase through the Site, we collect certain information from you, including your name, billing address, shipping address, payment information (including credit card numbers and PayPal account), company information, email address, and phone number. We refer to this information as “Order Information.”

We also collect personal information from 3<sup>rd</sup>party data sources. We ensure that any data sources are GDPR compliant.

When we talk about “Personal Information” in this Privacy Policy, we are talking both about Device Information and Order Information.

## HOW DO WE USE YOUR PERSONAL INFORMATION?

We use the Order Information that we collect generally to fulfill any orders placed through the Site (including processing your payment information, arranging for shipping, and providing you with invoices and/or order confirmations). Additionally, we use this Order Information to:

Communicate with you;

Screen our orders for potential risk or fraud; and

When in line with the preferences you have shared with us, provide you with information or advertising relating to our products or services.

We use the Device Information that we collect to help us screen for potential risk and fraud (in particular, your IP address), and more generally to improve and optimize our Site (for example, by generating analytics about how our customers browse and interact with the Site, and to assess the success of our marketing and advertising campaigns).

From time to time we may send you marketing or informative emails relevant to your marketing

preferences. You may choose to unsubscribe from any such marketing emails by updating your marketing preferences with us. There is a link at the bottom of all emails to unsubscribe or update your marketing preferences.

## SHARING YOUR PERSONAL INFORMATION

We share your Personal Information with third parties to help us use your Personal Information, as described above. For example, we use Google Analytics to help us understand how our customers use the Site--you can read more about how Google uses your Personal Information here: <https://www.google.com/intl/en/policies/privacy/>. You can also opt-out of Google Analytics here: <https://tools.google.com/dlpage/gaoptout>.

Finally, we may also share your Personal Information to comply with applicable laws and regulations, to respond to a subpoena, search warrant or other lawful request for information we receive, or to otherwise protect our rights.

### BEHAVIOURAL ADVERTISING

As described above, we use your Personal Information to provide you with targeted advertisements or marketing communications we believe may be of interest to you. For more information about how targeted advertising works, you can visit the Network Advertising Initiative's ("NAI") educational page at <http://www.networkadvertising.org/understanding-online-advertising/how-does-it-work>.

You can opt out of targeted advertising by visiting:

FACEBOOK - <https://www.facebook.com/settings/?tab=ads>

GOOGLE - <https://www.google.com/settings/ads/anonymous>

BING - <https://advertise.bingads.microsoft.com/en-us/resources/policies/personalized-ads>

Additionally, you can opt out of some of these services by visiting the Digital Advertising Alliance's opt-out portal at: <http://optout.aboutads.info/>.

### DO NOT TRACK

Please note that we do not alter our Site's data collection and use practices when we see a Do Not Track signal from your browser.

### YOUR RIGHTS

If you are a European resident, you have the right to access personal information we hold about you and to ask that your personal information be corrected, updated, or deleted. If you would like to exercise this right, please contact us through the contact information below.

Additionally, if you are a European resident we note that we are processing your information in order to fulfill contracts we might have with you (for example if you make an order through the Site), or otherwise to pursue our legitimate business interests listed above. Additionally, please note that your information will be transferred outside of Europe, including to Canada and the United States.

### DATA RETENTION

When you place an order through the Site, we will maintain your Order Information for our records unless and until you ask us to delete this information. Please note that certain data must be retained by us to comply with local taxation and accounting purposes.

### CHANGES

We may update this privacy policy from time to time in order to reflect, for example, changes to our practices or for other operational, legal or regulatory reasons.

### CONTACT US

For more information about our privacy practices, if you have questions, or if you would like to make a complaint, please contact us by e-mail at [info@thecodestore.co.uk](mailto:info@thecodestore.co.uk) or by mail using the details provided below:

CodeStore, Trade Counter 7, 66 Long Lane, Aintree, Liverpool L9 7BN United Kingdom

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