



WEBSITE TERMS OF SERVICE & SECURITY POLICY

Security Policy

All information, including credit card details, is sent and received using secure e-commerce software. VOX Dance Studios will continue to use new security protocols and software as they become available. We strongly advise that your password is kept secure at all times. If you believe that somebody may have found out your password you should notifying us immediately and we will proceed with the request to change your password. Alternatively, your account can be suspended should you request this. Please email [**nichola@voxdance.co.uk**](mailto:nichola@voxdance.co.uk)

At VOX Dance Studios, fraud prevention is taken very seriously indeed. For your protection, when processing your order our third party company, PayPal and/or Stripe, will take all appropriate measures to validate your card details.

Disclaimer

VOX Dance Studios shall not be held liable to any business or individual for loss or damage which may have occurred from the use of any matter contained on our website. All text and graphics on this website, unless specified, are directed solely at those who access the website from the United Kingdom mainland. VOX Dance Studios makes no representation or will not be held liable for any action placed upon the website by individuals from other locations. VOX Dance Studios assumes no responsibility whatsoever for any links to the internet or other third party websites from its website. Once you activate these links you will leave this website and VOX Dance Studios will not be responsible, or liable, for the content of any other website's on the internet to which you may visit from its site. By using this website you accept that it is at your own risk. We reserve the right to make changes to the website or to this disclaimer at any time. This does not affect your statutory rights as a consumer.

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Ordering

When placing an order with VOX Dance Studios you warrant that you are legally capable of entering into binding contracts. In the unlikely event that a product is unavailable when you have placed your order, you will be contacted by VOX Dance Studios to arrange a replacement or another acceptable arrangement for the completion of your order. VOX Dance Studios makes every effort to ensure that the information listed on this website is up to date and accurate, although on very rare occasions, mistakes may be made. If an error that affects your order is discovered, then you will be contacted. You will be given the option of re-confirming your order using the correct information or canceling your order. VOX Dance Studios reserves the right not to accept any order.

Prices

All prices are inclusive of VAT and all promotional offers and discounts are as stated on the VOX Dance Studios website or studio notice board, with no further discounts available.

Delivery

All delivery charges are free. All goods aim to be shipped within 14 days of your order date, unless otherwise stated via email/telephone/in person.

Non-deliveries

Claims for non-delivery must be made within two months of your order date. Please contact us at info@voxdance.co.uk

Complaints



VOX Dance Studios consider your satisfaction with our products and service to be paramount. If you are dissatisfied with any purchase you have made or the service you have received, please e-mail **nichola@voxdance.co.uk** Please inform as much detail as possible regarding your complaint of the products or service. Your complaint will be acknowledged within 48 hours and you can expect a full resolution of your complaint within a further 72 hours. You will be kept informed of the progress of your complaint on a daily basis. Each complaint will be treated as confidential and will be attended to by a Director of the Company.

Company Details

Please see the **contact us** page for this information.