

St Andrews Heritage Museum & Garden is operated by of St Andrews Preservation Trust Limited. All profits from St Andrews Heritage Museum & Garden shop go towards supporting the Museum.

Registered company address:

St Andrews Preservation Trust
12 North Street
St Andrews
KY16 9PW
Registered Charity SC011782
Company number SC020194

Terms and Conditions for the Sale of Goods

Ordering

When you have found a product that you wish to buy, just click on 'Add to basket' to add it to your shopping bag. The quantity of products that you have selected will be displayed in the cart at the top right of the screen. Once you have finished shopping, click 'checkout' in the cart icon to complete your purchase.

Once you have successfully placed an order you will be sent an email confirming the details of your order. Your order represents an offer by you to purchase goods from us. Please check the confirmation email and notify us immediately of any errors on museum@stapt.org.uk. A follow-up email will then be sent once the goods have been dispatched to you, and it is only at this point in time that we accept your offer, are bound to fulfil it and a contract is formed. If an item you have requested is temporarily out of stock it will not be included in your order, you will not be charged for it, but we will notify you by email as soon as it becomes available.

Delivery

We are currently only delivering to the UK. For international orders, please contact museum@stapt.org.uk with a note of where you are and what you wish to order. We will get back in touch with you within 5 working days to advise on postage costs.

The charge for post and packing for all orders sent within the UK is based on a combination of parcel weight, dimensions and value (for insurance purposes).

We aim to dispatch all items within 3 working days of accepting your order, but UK customers should allow up to 7 days for purchases to arrive. Please note that delivery estimates are not guaranteed. You will be notified by email once your goods have been dispatched.

Taxes

All purchases (except books, which are VAT exempt) within the UK are currently subject to a VAT charge of 20%. The prices on our site are inclusive of VAT. Overseas customers may find their orders are subject to import duties and taxes, which may be levied once a delivery reaches its destination country. We have no control over additional customs charges. These charges are to be paid by the customer.

Product Information

All prices are quoted in pounds sterling and are inclusive of UK Value Added Tax. If the price quoted on the website is incorrect and the true price is lower than that quoted we will charge you the lower price. If the true cost is higher than the quoted price we will either inform you of the true cost and await your confirmation of your order at the higher price or inform you that we cannot accept your order and let you know the reasons for such cancellation.

All sizes, weights and capacities of the goods given on the site are approximate, but we individually weigh each item before putting it on the site to provide a fair and precise shipping cost estimate.

We have made every effort to reproduce colours as accurately as possible on the site, but please be aware that the actual colours you see on the screen may differ to those of your ordered products. If this is in any way a disappointment when you receive your items, please notify us as soon as possible and we will do all we can to remedy the situation.

Secure Shopping

Ensuring the security of your personal data is our highest priority. All payments are processed through our payment processor, Stripe. Stripe has been audited by a PCI-certified auditor and is certified to [PCI Service Provider Level 1](#). This is the most stringent level of certification available in the payments industry.

Privacy

We are committed to preserving your privacy. Any information we collect about you will only be used lawfully in accordance with the Data Protection Act 2018. At no time will the St Andrews Preservation Trust pass information onto third parties, unless you give us prior permission. Please see our Privacy Statement on page 3. Our Data Protection Policy is available for download on our website.

Cancellation

If you wish to cancel an order before the goods have been dispatched please email us at museum@stapt.org.uk as swiftly as possible. If the goods have already been dispatched you will need to follow the instructions in our [returns policy](#).

Limitation of liability

St Andrews Preservation Trust will be responsible for any losses suffered by you if the losses suffered were reasonably foreseeable by either party when the contract for sale was formed. We will not be liable 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 by either party when the contract for sale is formed.

Nothing in this agreement shall limit St Andrews Preservation Trust's liability for death or personal injury caused by our negligence or breach of duty.

Governing law

These terms and conditions are governed by Scottish law, you agree to submit to the non-exclusive jurisdiction of the Scottish courts in relation to any disputes arising under or in connection with these terms and conditions or the contract between us.

Privacy Policy

St Andrews Preservation Trust respects the privacy of users who visit the St Andrews Heritage Museum & Garden website. The Trust is committed to safeguarding the privacy of their users while providing a personalised and valuable service. If you have any requests concerning your personal information or any queries regarding privacy please email trust@stapt.org.uk

Information collected

St Andrews Preservation Trust collects personal information from users when any goods are purchased via this web site. Users have the option of withholding any information not necessary for the completion of any purchase of goods from the online shop.

Our Data Controller for Data Protection purposes is the Trust Administrator, who can be contacted by emailing trust@stapt.org.uk or at St Andrews Preservation Trust, 12 North Street, St Andrews, KY16 9PW.

Use of personal information

When you purchase a product from our site, we will process personal information for the following purposes:

Providing a personalised service.
To process orders.

If you wish to receive additional information about St Andrews Preservation Trust activities, including the museum, please send a request to join our mailing list to museum@stapt.org.uk.

Disclosures

St Andrews Preservation Trust will not disclose any information about you to any third parties unless it is requested by the police or any regulatory or government authority, it is required to do so by law or it is requested to do so by a third party during the course of an action for the infringement of their rights which the St Andrews Preservation Trust reasonably believes to arise from your use of this site.

Responsibility with user

Internet users should be aware that when they disclose personal information on any public bulletin board or chat areas of any web site used as a result of use of this web site that information can be collected and used by anyone who views the web site or sites and may result in unsolicited messages from other participants or other parties. St Andrews Preservation Trust is not responsible for any such messages.

Cookies

Like many websites we use cookies to store and then retrieve small bits of information on your computer when you visit. This information is used to make the site work as you expect it to, track anonymous user behaviour to improve services and performance, and inform the museum's digital advertising. It is not personally identifiable to you, but it can be used to give you a more personalised web experience.

Some of the information stored is put there by other companies whose software we have added to the site, and this can also impact your experience of other websites you may visit after leaving ours.

You can change your browser settings to refuse cookies and delete them at any time. If you continue to use this site without taking action to prevent the storage of this information, you are effectively agreeing to this use.

If you want to learn more about the general uses of cookies, including how to stop them being stored by your computer, please visit [Cookiepedia - all about cookies](#).

You can opt-out of Google's use of cookies for advertising purposes by managing your preferences [here](#) and you can find out more and opt-out of interest-based advertising [here](#).

Information held by St Andrews Preservation Trust

If at any stage you would like to check or amend the information held by St Andrews Preservation Trust about you please email trust@stapt.org.uk