



Europe's Foremost Crime & Mystery Bookstore

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## Terms & Conditions

This is a version of our terms and conditions containing key points of interest. For full terms and conditions, please write to the shop at the address above.

Making an online purchase is simple: just browse our store, and add any items that you wish to buy into the shopping cart. After you have finished your selection, click on 'Checkout' and you will be asked for a few details that we need to be able to complete the order. We accept credit card payment. If you are shopping from anywhere outside the UK, place your order and your credit card company will convert the transaction your own currency. We accept Visa and Mastercard. You may also send your credit card information via phone, fax, snail mail if you prefer.

### Backorders

We offer many titles which are scheduled to arrive in the upcoming months. If you are paying by credit card, we do not charge for any item until it is ready to ship (postage is charged on the first shipment to go out). When confirmation of order is received, this is to indicate that we have received your order: it does not indicate that a contract exists between us. We will indicate acceptance of your order (and hence a contract between us) when we send you an invoice.

### Tax

Books are rated at zero% VAT.

### Privacy

We use very high levels of encryption to protect your credit card details - even our ISP cannot read them! Cookies are used on our shopping site, but only to keep track of the contents of your shopping cart once you have selected an item. They are not used to collect any information on you other than that which you volunteer. We respect your privacy and never share your information with third parties.