



## PATINKAS NEW PART-PAYMENT SCHEME

(available to UK customers only)

### Terms & Conditions

- 🕒 No credit charges
- 🕒 No fuss
- 🕒 Flexible payment periods

After much discussion here at Patinkas as to how we could help support our customers during the current credit crunch, we have decided to introduce a new and exciting 'Part-Payment Scheme'.

Please be clear that this is **not** a credit agreement (Patinkas is not a licensed credit bureau and has no desire to become one), but this scheme will enable our customers to have an item or items reserved until they have finished paying for them. We keep the goods here safely at Patinkas and as soon as we receive cleared funds on the last payment, we will despatch the goods. It's much like paying a deposit for something then paying for the balance later, at an agreed date.

Your statutory rights are exactly the same as if you were buying an item outright. There are no catches or special, hidden clauses and you can cancel at any time and get your money back. We reserve and keep your goods safe for you until they are paid for in full. That's basically all there is to it. The only condition is that we will charge a 10% restocking fee if you decide to cancel after 14 days of us receiving your first payment.

#### HOW IT WORKS

If your item(s) total(s) £30.00 or more (before postage), you can split the cost of payments over either two or three months – you choose the term to suit you. If your purchase totals £100.00 or more (before postage), you can spread the cost over a period of up to four months – again the choice of term is up to you.

#### INITIAL PAYMENT

Your initial payment is to be made immediately upon receipt of the first invoice. All subsequent part-payment invoices will be sent out monthly on the same date (starting from the date of your first invoice).

<u>Value of Goods</u>	<u>Payment Period Available</u>
£30.00 - £99.00	2 or 3 months
£100.00 and over	2, 3 or 4 months

#### WHAT YOU DO:

1. You see an item(s) you want to buy
2. You email us the following details:
  - a. Item Name
  - b. Item Price
  - c. Item Reference code(s)
  - d. Length of time you wish to pay over (following the Payment Period Available scale above)

#### WHAT WE DO:

1. We email you notification of your order, detailing the following:
  - a. The item(s)
  - b. Total cost including postage
  - c. Monthly payments
  - d. Date(s) when you will receive your next invoice(s)
2. We reserve your item(s) – marking them as SOLD on the website, keeping them safe for you
3. We email the first Part-Payment Invoice via PayPal (payment by bank cheque will be accepted if required – please see 'Payment by Cheque' section below)

Your initial payment is to be made immediately upon receipt of the first invoice.

### Example 1

**Item:** Turquoise Pendant  
**Item Price:** £28.00  
**Item Ref:** PTurq1  
**Payment period:** Two months  
**Postage:** £4.00 (see 'Terms & Conditions' on our website for UK postage costs)  
**Total cost including postage: £32.00**

You would receive two invoices, each for £16.00, as follows:

**Purchase date: 01 January 2009**

- 1 <sup>st</sup> invoice payment due: 01 January 2009	1 <sup>st</sup> Payment:	£16.00
- 2 <sup>nd</sup> invoice payment due: 01 February 2009	2 <sup>nd</sup> and Final Payment:	£16.00

**Total paid including postage: £32.00**

Upon receipt of cleared funds of second invoice, we post out your goodies

### Example 2

**Item:** Amethyst Earrings  
**Price:** £14.00  
**Ref:** EarAme2  
**Item:** Chakra Disc Set  
**Price:** £26.00  
**Ref:** ChakDiscSet  
**Item:** Extra Large Platonic Solids Set  
**Price:** £55.00  
**Ref:** ExLgePlatSolids  
**Item:** Karuna Reiki Stones  
**Price:** £59.99  
**Ref:** KarunaReikiStones  
**Total cost (before postage): £154.99**  
**Payment period:** Four months  
**Postage:** £7.00 (see 'Terms & Conditions' on our website for UK postage costs)  
**Total cost including postage: £161.99**

You would receive four invoices of £40.50 and one of £40.49 (totalling: £161.99) as follows:

**Purchase date: 01 January 2009**

- 1 <sup>st</sup> invoice payment due: 01 January 2009	1 <sup>st</sup> Payment:	£40.50
- 2 <sup>nd</sup> invoice payment due: 01 February 2009	2 <sup>nd</sup> Payment:	£40.50
- 3 <sup>rd</sup> invoice payment date: 01 March 2009	3 <sup>rd</sup> Payment:	£40.50
- 4 <sup>th</sup> invoice payment date: 01 April 2009	4 <sup>th</sup> and Final Payment:	£40.49

**Total paid including postage: £161.99**

Upon receipt of cleared funds of final invoice, we post out your goodies.

### **PAYMENT BY CHEQUE**

Whilst our preferred method of payment is via PayPal, we do understand that some customers prefer to pay by cheque.

If you choose to pay by cheque, email us the same details requested above (item, price, reference, preferred payment period, etc) and we will email you back notification (also as listed above), including the next cheque due date(s) – this is the date(s) we expect to receive your next cheque payment by. We will, however, email you a gentle reminder of the next payment date, 7 days before it is due.

### Returned Payments

Sadly, payments returned as 'un-cleared, refer to drawer', can sometimes be a fact of life. As with payments received by PayPal, once we receive your first cheque we will reserve your goods, marking them as 'Sold' on our website, but should you cheque not clear, regrettably, we will have to cancel the agreement and your item(s) will be re-listed.

If your first payment clears but subsequent ones do not, we will respectfully inform you by email, giving you one more opportunity to re-submit payment. If this next cheque fails to clear, we will, regrettably, have to cancel the agreement. In this event we will refund any part-payments that have already been made and that have cleared in our bank. You will, however, incur a restocking fee of 10% of the total order (10% of the total order cost excluding the postage part).

### RIGHT TO CANCEL

You have the right to cancel your Part-Payment Scheme at any time. You have 14 days after making your first payment in which to cancel your order without being charged a restocking fee and you will receive a full refund (including the postage part of the invoice).

### RESTOCKING FEE

If you choose to cancel after 14 days of us receiving the first payment, we will charge a modest restocking fee, refunding the difference. We feel that this is reasonable, as during your payment period your goods will be marked as 'Sold' on the website; making them unavailable for other customers to buy. We will also have to re-list the items on the web site as available once again.

The restocking fee will be 10% of the total order, excluding postage, (i.e. any postage part paid will be refunded in full).

### YOUR STATUTORY RIGHTS

Your UK statutory rights are not affected by taking advantage of the Part-Payment Scheme.

### RETURNS AND REFUNDS

In addition to your statutory rights within the UK, if for any reason you are not satisfied with your purchase then you may return them to us within 3 working days of receipt of delivery. Provided the goods are returned in unused, original condition and are carefully packaged, a full refund less our original delivery charges will be made within 7 working days of receipt of the returned goods. Our 'Returns and Refunds' policy in no way affects your consumer statutory rights.

### AT-A-GLANCE GUIDE

- This is not a credit agreement - we are simply trying to find new ways of supporting our customers; existing or new.
- We keep all goods safe at Patinkas until you have finished paying in full (to send goods out before we receive full and final payment would make this a credit agreement)
- Flexible payment periods – you choose – from between two to four months
- The Part-Payment Scheme is an informal scheme, operated strictly between Patinkas and the customer – no third parties, banks or credit companies are involved
- You have the right to cancel at any time, but if you cancel after 14 days of making the first payment, you will be charged a 10% restocking fee (10% of the total order cost excluding the postage part).

Patinkas reserve the right to refuse any customer participation in the Part-Payment Scheme.

**Contact Details:**  
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