

Terms and Conditions for www.martenjulian.com

General

All orders accepted by Marten Julian Direct are subject to these terms and conditions of sale, which supersede any previous terms and conditions.

All descriptions and illustrations contained in this website are only intended to give a general idea of the products. Specifications may vary slightly.

Prices

To assist in prompt despatch, please use the correct product codes and descriptions as supplied on this website. Orders can be sent by using the secure on-line ordering system, fax, telephone, post or via the order form on this website.

All items are subject to availability.

Delivery

Mainland UK destinations - Orders will be despatched by Royal Mail within two working days upon receipt of your order. If you live outside the UK, your card will be charged with the additional rates:

£1.00 per book for Eire and Europe

£2.00 per book for rest of World

If you live in Eire/Europe/Rest of World and order the Cheltenham Bulletin Book a member of staff will contact you with regards to your delivery options and the costs involved.

Please note that the above despatch times are only applicable for publications which are in stock. If an order is placed pre-publication, it will be despatched as soon as it becomes available.

Returns

No refunds are given on any Marten Julian publications/services. If there is a pre-despatch fault with a publication, a replacement will be sent within one working day.

No refunds or credits will be issued against non-receipt of publications unless we are notified prior to the start of the meeting to which the information relates. This applies to both postal and email orders.

Although every effort will be made to ensure all orders are dispatched on time, no guarantee can be given to clients for orders received less than one day prior to the published dispatch date.

Payment

Payment must be made by cheque, postal order or credit/debit card with any order by fax, phone, post or web site. Cheques are subject to clearance before delivery.

We reserve the right to apply bank charges on cheques which are represented.

All credit card transactions will be subject to authenticity. We reserve the right to refuse any credit card transactions.

Postal Services

If you do not receive a publication within a week of the stated dispatch/arrival date please ensure that you contact the office on 08448 11 22 96 or via email info@martenjulian.com

Online Services

Please note that we do not offer email services. All our online services are accessed by logging in through

www.martenjulian.com using your username and password. The Marten Julian web team does not always send reminders when an online publication is available so please note that it is your responsibility to log in through the website and access the publications on the days that they become available.

If you experience any difficulties, or your online account has not been authorised, please contact the office on 08448 11 22 96 or via email order@martenjulian.com. Please note that if you are unable to access the information you have ordered we do not offer refunds/credits unless we are notified prior to the start of racing to which the information relates.

Validation/Expiry of Credits

Credits for Marten Julian's Weekend Card and Daily Line Text are only valid for one year following your account being credited. After one year any outstanding credits will be deleted from the system automatically.

Credits for Marten Julian's Major Meeting Services are only valid while the meeting is taking place. Failure to log in and read information does not entitle you to a refund or a credit.

Contact details

If you have any queries you can write to us at 69 Highgate, Kendal Cumbria LA9 4ED. Our office telephone number is 01539 741 007 and our email address is info@martenjulian.com

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