



WEBSITE TERMS OF PURCHASE



NATIONAL TRACTION ENGINE TRUST

TERMS AND CONDITIONS OF SALE

1. Introduction

- 1.1. These terms govern the sale of merchandise (including books, clothing, memorabilia) by the National Traction Engine Trust (the "NTET") via its website. By placing an order, you agree to these terms. This does not affect your statutory consumer rights.

2. Products Available

- 2.1. The NTET online shop offers a curated range of products celebrating steam heritage, including:

- 2.1.1. Books & Publications – Histories, technical guides, and the Steaming magazine back issues
- 2.1.2. Clothing & Accessories – Branded apparel for adults and children, including boiler suits and caps
- 2.1.3. Media – DVDs showcasing traction engine history and operation
- 2.1.4. Badges & Memorabilia – Collectible enamel badges, anniversary items, and NTET-branded keepsakes
- 2.1.5. Steam Apprentice Club (SAC) – Children's clothing, driving day vouchers, and educational items
- 2.1.6. Bundles & Calendars – Special merchandise packs and annual calendars

A full and current product list is available on our website: <https://ntet.co.uk/shop>. The NTET reserves the right to update the range of products from time to time.

3. Ordering & Pricing

- 3.1. Prices are listed in GBP and include VAT (if applicable).
- 3.2. Delivery charges are calculated at checkout.
- 3.3. Orders are confirmed via email after payment.
- 3.4. We may refuse orders based on availability or errors.

4. Payments

- 4.1. Payment is required at checkout.
- 4.2. Accepted methods of payment are listed on our website.
- 4.3. Unjustified chargebacks may incur an admin fee of £25.
- 4.4. Any personal data is collected in accordance with our Privacy and Cookie Policy.

5. Delivery

- 5.1. UK mainland orders are dispatched within 7–10 days working days.
- 5.2. Delivery is typically within 7–10 days following dispatch. Please allow up to 14 days before contacting us.
- 5.3. Risk passes to the customer on delivery.
- 5.4. Customers outside the UK must email sales@ntet.co.uk with item details and preferred shipping (overland or air). The Sales Officer will respond with a shipping quote and ordering instructions.
- 5.5. UK NTET members receive free postage on online orders. To claim:
 - 5.5.1. Add items to cart
 - 5.5.2. Proceed to checkout
 - 5.5.3. Enter and validate your NTET membership number

Note: Free postage may vary for overseas members. Please contact the Sales Officer for clarification, details in the Contact section.

6. Cancellations & Returns

- 6.1. You can cancel and return your order within 14 days of delivery.
- 6.2. Items must be unused, in original packaging, and returned at your own cost unless faulty.
- 6.3. Full refunds include standard delivery charges (excludes upgraded shipping options).
- 6.4. Refunds are processed within 14 days of return.

7. Faulty or Incorrect Items

- 7.1. Notify us within 7 days of delivery if your item is incorrect or faulty. We will arrange a replacement or full refund, including postage.

8. Liability

- 8.1. We are not liable for indirect or consequential losses.
- 8.2. Nothing limits liability for fraud, death, or injury due to negligence.

9. Governing Law

- 9.1. These terms are governed by the laws of England and Wales and any disputes are subject to the non-exclusive jurisdiction of the courts of England and Wales.

Contact

National Traction Engine Trust

Email: sales@ntet.co.uk

Shop: <https://ntet.co.uk/shop>