

General Terms and Conditions.

- In these terms and conditions the words and expressions “we”, “us”, “our”, “Claire Lilley” refer to Claire Lilley Enterprises Limited or its representatives.
The words and expressions “you”, “yours”, refer to the customers, and clients of Claire Lilley Enterprises Limited, users of our web site, and other persons with whom we have dealings..
- English Law applies on all transactions.
- Prices quoted exclude VAT, packing and carriage charges.
- Standard UK delivery is by second class post or equivalent parcel delivery service. Please allow seven days for delivery.
Delivery charges quoted are for UK mainland only. Please contact our office for costs of non standard carriage and for delivery charges outside the UK mainland
- Your order represent an offer to us to purchase a product or service. Our processing of payment is deemed to be acceptance of your order, which will be completed when goods are dispatched to you.
All goods remain the property of Claire Lilley Enterprises Ltd until paid for in full.
- Orders will only be accepted from minors (under 18 years of age) with permission from parent or guardian. It is your responsibility to advise us if you are a minor.
- Credit card payments are processed when orders are prepared for dispatch.
- Stock items are dispatched as quickly as possible, usually one to two days after receipt of order. If an item is out of stock orders may be held for 14days pending re-stocking. After this you will be contacted and your order may be cancelled
- Orders may be cancelled within a period of seven days from the date of order and any goods dispatched must be returned unused and in new, re-saleable condition. Used or damaged items will be charged in full.
Damaged goods or missing items must be notified to us within 48 hours of delivery.
We reserve the right to repair or replace damaged or missing items at our discretion. All return costs will normally be paid by the customer, but, at our discretion may be refunded on receipt of the returned items. We will not be liable for returned goods which are lost in transit
We do not accept return of goods outside these limits.
- Any other returns are at our discretion only and may be subject to a £10.00 handling fee.
- We will not be liable for any consequential loss resulting from damaged or faulty goods, or delays in dispatch and delivery.
- We retain only limited personal information to enable us to complete your order. We do not share information with any other organisation but we may use this information to send you details of our products or services unless you advise us that you do not wish to receive such communications..
- Handling and working with horses can be dangerous. Purchasers and users of any equipment sold by us do so at their own risk and accept it is their responsibility to understand the proper use of the product, to check all equipment is undamaged, and apply proper safety procedures. We accept no liability for accidents, injuries, direct costs, or consequential losses resulting from the use of any of our equipment.
- Where lessons, clinics, training, demonstrations, seminars or other equestrian services are ordered in advance a 10% non refundable deposit will be charged.
- All lessons, clinics, training demonstrations, seminars or other equestrian services must be paid in full prior to the delivery of the service, or at the time of the service. In the event of non payment for such services Claire Lilley Enterprises Limited may hold a lien on the customers property, including horses and riding equipment.
- Interest is chargeable on overdue payments at a rate of 2% per month.
- You warrant that your horses are free from injury and infection and fit to work before taking part in any ridden event. We may refuse to allow any horse or rider to take part in any equestrian event entirely at our discretion.
- Clients of Claire Lilley Enterprises Limited take part in all and any equestrian event organised by us entirely at their own risk.
We will not be responsible for any injury or illness or other disability, direct cost, or loss, suffered by horse, horse owner, rider, or spectator, when taking part in any equestrian event organised by us.
- All content on our Web site, including but not limited to, text, graphics, logos, icons, and images, are the property of Claire Lilley Enterprises Limited and users of our web site, may not download (other than page catching) modify, copy, use for commercial purposes, reproduce in any format, or otherwise infringe our copyrights and patents, without our written permission.
- Our “Claire Lilley” logo, trademarks, images, texts, layouts, forms, and other proprietary information may not be copied, reproduced or used in any way without our written permission. This includes framing or use of framing techniques.
- We take great care to ensure that information on our web site is accurate and error free. However we will not be responsible for any errors in any material on our web site or any transmission errors in that material. Readers of our web site use any material contained on our web site entirely at their own risk and we accept no liability for the use of such material.

- We reserve the right, from time to time, to suspend or restrict access to our web site, or parts of our site to allow for maintenance and updating.