Policies

From the teas.co.uk wiki

Plain English summary of how teas.co.uk runs. This page consolidates our privacy, cookie, terms and returns positions in one place. Lee Samuel Tucker (Shop at www.Teas.co.uk Ltd) is the controller for any personal data described here. Tunbridge Wells, Kent, United Kingdom.

Policy summary

30

Days to *return* anything.

Sealed: full refund. Opened: contact us, we'll sort something fair.

UK CONSUMER RIGHTS ACT 2015

5

Working days for a *refund*.

Once your return reaches us, refund goes to your original payment method.

MON FRI, GBP ONLY

0

Adverts *follow* you.

We use Stripe for payments and Microsoft Clarity for aggregated site analytics. Marketing cookies require your consent.

UK GDPR

£35

Free *UK* shipping over £35.

Royal Mail tracked, dispatched same working day when you order before 2pm.

MAINLAND UK

Jump to: Privacy · Cookies · Terms & Conditions · Returns · Contact

Privacy

We process personal data under the UK GDPR and the Data Protection Act 2018. We collect only what we need to run the shop, ship orders, take payment and answer questions.

What we collect

- **Order data:** name, delivery address, billing address, email, phone (optional), basket contents, payment confirmation. Payment card numbers never touch our server: Stripe and PayPal handle that side directly.
- **Account data:** if you create an account, your password is salted and hashed by WordPress core. We see only the hash.
- **Communications:** email replies, contact form submissions, returns correspondence.
- **Analytics:** aggregated traffic data through Microsoft Clarity and Google Search Console. We do not sell or share individual level data.

How long we keep it

Order records are kept for 7 years to satisfy HMRC bookkeeping rules. Account profiles persist until you ask us to delete them. Email correspondence is kept for 24 months and then purged. Analytics aggregates are anonymised at source.

Your rights

You can request a copy of your data, ask us to correct it, ask us to delete it, or withdraw any optional consent. Email hello@teas.co.uk with the subject line "Data request" and we will respond within 30 days. You can also complain to the Information Commissioner's Office (ico.org.uk) if you are not satisfied.

Who we share with

Royal Mail and our pallet couriers receive your delivery name and address. Stripe and PayPal receive the payment amount and your billing details. We never sell email lists.

Cookies

We use a minimal cookie set. The banner that appears on first visit gives you a clear accept or decline choice. Declining still lets the shop function: only the optional analytics layer is switched off.

Strictly necessary

- `wordpress_logged_in_*` and `wp settings-*`: login session and admin preferences. Session only unless "Remember me" is ticked.
- `woocommerce_cart_hash`, `woocommerce_items_in_cart`, `wp_woocommerce_session_*`: tracks your basket between page loads. Expires when the browser closes.
- `teas_consent`: stores your cookie banner choice for 12 months so we do not re ask on every visit.

Analytics (optional, opt in)

- **Microsoft Clarity:** session recordings with all form inputs masked. We use this to see where pages break on mobile. Retention: 13 months.
- **Google Search Console:** aggregated query data only. No cookies dropped on your browser.

How to clear them

Use your browser's "clear cookies for this site" setting. On Chrome: Settings ? Privacy and security ? Site settings ? View permissions and data stored across sites ? search "teas.co.uk" ? Delete.

Terms & Conditions

Who is selling to you

Shop at www.Teas.co.uk Ltd, registered in England and Wales (company registration available on request), registered office at 72 Frant Road, Tunbridge Wells, Kent TN2 5LR. VAT registration handled per HMRC; consumer prices on the site are inclusive of VAT where applicable.

Orders & pricing

Placing an order is an offer to buy. The contract forms when we send the "Your order is on its way" dispatch email. Prices can change without notice but anything you have already paid for is fixed at the price you paid.

Free shipping threshold

Standard UK delivery is free on orders of £35 or more, calculated after any discount codes and excluding gift cards. Below £35, a flat shipping fee is shown at checkout.

Stock

If something we have sold you turns out to be out of stock, we will email within 48 hours and offer a full refund or a substitution.

Limitation of liability

We are not liable for indirect or consequential loss. Our maximum liability is capped at the value of your order. Nothing in this section limits your statutory rights under the Consumer Rights Act 2015.

Governing law

English law applies. Disputes are subject to the exclusive jurisdiction of the courts of England and Wales.

Returns

Unopened, sealed tea can be returned within 30 days for a full refund. Opened packets cannot be returned on hygiene grounds. Faulty items: contact us within 14 days of delivery and we will arrange a replacement or refund. Full step by step instructions, including the freepost returns address, live on the Returns & refunds page.

Contact

Shop at www.Teas.co.uk Ltd
Tunbridge Wells, Kent, United Kingdom
Email: hello@teas.co.uk
General enquiries also via the contact form.

This policies page was last updated on the date shown in the page metadata. Older versions are kept in our internal records for 7 years.

Earn rewards on teas.co.uk

Earn loyalty points on every order. Free to join.

+100 pts

Create your free account

Welcome bonus + earn on every order.



100 pts = 1 tree

Plant a tree in Scotland

Pledge points to our reforestation partner.

