

Terms & Conditions

Counterplas are totally committed to protecting the privacy of our site visitors and customers. When you use any Counterplas site, you are consenting to the practices set forth in these terms and conditions.

Your IP (Internet Provider) Address

We use your IP address to help diagnose problems with our server and to administer the Counterplas database. Your IP address is used to help identify you and to gather broad demographic information about you as it is on most other websites. Your IP address may also be used to assist in the detection of fraud and we may pass this information to the police if necessary.

What are Cookies?

A cookie is a small file that is automatically issued to your computer when you enter any Counterplas site, and which the browser on your computer's hard drive stores. Cookies identify your computer, not the individual user of your computer. Cookies store some basic information that helps us to identify if you have visited any Counterplas sites before and if you have provided us with some personalised information.

We use cookies to deliver content specific to your interests, to save your password (if you have supplied us with one) so you do not have to re-enter it each time you visit any Counterplas site, and for other purposes. You can disable cookies or set your browser to alert you when cookies are being sent, but if you choose to do so you may not be able to access some areas on a Counterplas site.

Information We Request Directly From You

Site registration forms, order forms, surveys and competitions require you to give us personal information (like your name, address and/or email address). You may also be asked to provide financial information (like your account or credit card numbers). The information we learn from customers helps us personalise and continually improve your shopping experience.

How We Use Your Information

We will not rent or sell your name, address, e-mail address, credit card information or personal information. Your personal information is used by us to contact you by post, phone or by email when necessary in connection with transactions entered into by you on the site. We may also send you exclusive Counterplas emails, which will inform you about our new products and special offers.

You will be given the opportunity to unsubscribe from this service whenever an email is sent to you. If you do not wish to receive information emails from Counterplas] simply unsubscribe at any. From time to time, Counterplas may contact you by post or by email, with information or offers regarding products, offers or services.

E-mail

Messages sent over the Internet cannot be guaranteed to be completely secure as they can be intercepted, lost or corrupted. We are therefore not responsible for the accuracy of any messages sent by e-mail over the Internet - whether from us to you or from you to us.

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Your queries

If you have an enquiry or concern with these terms please contact us by phone, email or post.