

Terms & Conditions

These Terms & Conditions apply to all purchases made from [Jokellys](#). By using our website and placing an order, you agree to be bound by the terms set out below.

If you do not agree with these Terms & Conditions, please do not use our website or place an order.

1. Company Information

Jo kelly's operates as a 24 hr online retail store supplying alcohol, tobacco, household goods, and daily essentials within the United Kingdom.

2. Age Verification (Important Legal Requirement)

We operate strict age verification procedures in compliance with UK law.

By placing an order for alcohol or tobacco products, you confirm that you are:

- **18 years of age or older for alcohol purchases**
- **18 years of age or older for tobacco or nicotine products**

We reserve the right to:

- request valid photographic ID upon delivery,
- refuse delivery if age cannot be verified,
- cancel any order suspected of being placed by underage individuals.

Alcohol will not be delivered to anyone under 18 under any circumstances.

3. Alcohol Licensing Compliance

We are fully committed to complying with all applicable UK licensing laws.

Alcohol sales are subject to the following conditions:

- Alcohol will only be sold and delivered to individuals aged 18 or over.
 - We may refuse service where legal compliance cannot be confirmed.
 - We reserve the right to refuse or cancel alcohol orders at our discretion.
 - Alcohol cannot be returned once opened or consumed.
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4. Orders

All orders are subject to acceptance and availability.

Orders cannot be cancelled once they have been accepted and processing has begun.

You are responsible for ensuring all order details are correct before completing purchase.

5. Pricing & Payment

All prices are listed in GBP (£) and include applicable taxes unless otherwise stated.

Payment must be made in full before dispatch. We accept payments through secure third-party payment providers.

6. Delivery

We aim to dispatch orders promptly; however, delivery times are estimates only and may vary due to courier delays or external factors beyond our control.

We are not responsible for delays once an order has been dispatched.

Risk of loss or damage passes to the customer upon delivery.

7. Returns & Refunds

Please refer to our Returns & Refunds Policy for full details.

In summary:

- Returns are only accepted for faulty, damaged, or incorrect items.
 - Return requests must be reported within 24 hours of delivery.
 - Certain items (including alcohol, tobacco, and hygiene-sensitive goods) are non-returnable once opened or used.
 - Refunds are only issued after inspection of returned goods.
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8. Product Information

We aim to ensure all product descriptions, images, and information are accurate.

However:

- slight variations may occur,
 - packaging may differ from images shown,
 - availability may change without notice.
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9. Liability

We are not liable for:

- indirect or consequential losses,
- misuse of products,
- allergic reactions,
- delays caused by third-party couriers,
- incorrect use of products purchased.

Our total liability is limited to the value of the goods purchased.

10. Intellectual Property

All content on this website, including logos, images, text, and branding, is the property of Jo Kelly's and may not be copied or used without permission.

11. Privacy

We handle all customer data in accordance with UK data protection laws. Personal information is only used to process orders and provide customer service.

Payment details are processed securely via third-party providers and are not stored by us.

12. Right to Refuse Service

We reserve the right to refuse service, cancel orders, or restrict access to our website at our discretion, including where we suspect misuse, fraud, or non-compliance with legal requirements.

13. Changes to Terms

We may update these Terms & Conditions at any time without prior notice. Continued use of our website constitutes acceptance of any updates.

14. Governing Law

These Terms & Conditions are governed by the laws of England and Wales.