

6. Online donations and our shop

6.1 Secure payment process

Ovacome shop is managed externally, the security for personal information and transaction information is through 'Stripe'.

Stripe has been audited by a PCI-certified auditor and is certified to PCI Service Provider Level 1. This is the most stringent level of certification available in the payments industry. To accomplish this, we make use of best-in-class security tools and practices to maintain a high level of security at Stripe.

HTTPS and HSTS for secure connections

Stripe forces HTTPS for all services using TLS (SSL)

Stripe.js is served only over TLS

Stripe's official libraries connect to Stripe's servers over TLS and verify TLS certificates on each connection

They regularly audit the details of their implementation: the certificates they serve, the certificate authorities they use, and the ciphers they support. They use HSTS to ensure browsers interact with Stripe only over HTTPS. Stripe is also on the HSTS preloaded lists for both Google Chrome and Mozilla Firefox.

Encryption of sensitive data and communication

All card numbers are encrypted on disk with AES-256. Decryption keys are stored on separate machines. None of Stripe's internal servers and daemons are able to obtain plaintext card numbers; instead, they can just request that cards be sent to a service provider on a static whitelist. Stripe's infrastructure for storing, decrypting, and transmitting card numbers runs in separate hosting infrastructure, and doesn't share any credentials with Stripe's primary services (API, website, etc.).

6.2 Refunds

Under our goodwill returns policy we're happy to exchange or refund items within 30 days of purchase. Any refund or exchange is offered entirely at our own discretion and all items must be returned with your original receipt (or other proof of purchase) and in the same condition as when you purchased them. This does not affect your statutory rights.

Full refunds (including outbound postage) are subject to the returned goods being in a decent saleable condition. If goods are found to be damaged or show signs of unreasonable use, leading to diminished value, then these could be subjected to partial refunds.

We are only able to refund returns postage costs where the item is missing, incorrect or damaged. Please supply proof of postage when returning these items to our team on 0207 299 6654, Monday to Friday 10am - 5pm or email fundraising@ovacome.org .

6.3 Product specifications

Every care has been taken to ensure the descriptions, specification and colours are as accurate as possible, though sizes may be approximate and actual colour accuracy cannot be guaranteed due to limitations of monitors.

Many of the items for sale in our shop are handmade by our members. Slight imperfections are therefore to be expected. We have attempted to capture the likeness in photographs and describe items accurately. However, due to variations in monitor displays colours may vary slightly. Our jewellery and other items can contain small component parts which may present a choking hazard if ingested and are not intended for use by young children. Ovacome will not be held liable or responsible for any harm or accidental damage caused to people or property by items and/or components. Upon purchasing the customer agrees that the use of any items bought is entirely at their own risk and without warranty. Ovacome is also not responsible for damage to items caused by normal wear and tear. If an item you receive is faulty on arrival we will happily offer you a refund or exchange.

6.4 You rights to cancellation and returns

Damaged or faulty items

If the item you have received has been damaged or is faulty, you have the right to return it to us within 14 days of receipt. Please complete the returns note, and return the item(s) to the address below.

Please do not post broken glass – please contact us if you have received a glass item that is damaged.

Once the goods have been returned, payment (including outbound delivery cost), will be refunded within 14 days of receiving the goods back.

6.5 Unwanted items

If you have received unwanted items please complete the returns form and return the item(s) to the address below. If you have any questions regarding our returns policy please contact us.