






## Information on the Sale of Age Restricted Products

These Terms and Conditions are applicable every time you shop and/or purchase goods in-store.

### Age Verification Process

It is our duty as responsible retailers to check the age of customers wishing to purchase products subject to laws surrounding age restriction.

These products are subject to the following age restriction:-

Product	Examples	Legal Age (years)
<b>Aerosols</b> 	Spray paint Spraymount	16
<b>Bladed products</b> 	Craft knives Sharp scissors	18
<b>Glue</b> 	Superglue UHU	18
<b>National &amp; Health Lottery</b> 	National lottery tickets Euro Millions Health Lottery	16
<b>Psychoactive substances</b> 	Solvent-based glue Correction fluid	18

We reserve the right check the age of customers wishing to purchase restricted products and to refuse a sale where age cannot be verified.

We operate a 'Challenge 21' policy meaning that any customers who appear to our staff to look under 21 years old will be asked to produce photographic ID to verify that they are old enough to buy the age-restricted product.

UOE accepts the following forms of identification as valid proof of age:-

- Passport
- National Identify Card
- Photo driving licence
- Proof of Age Standards Scheme (PASS) approved proof of age cards

For details of all the PASS approved cards, visit <http://www.pass-scheme.org.uk>

Sale will be refused in the following situations:-

- A customer fails to produce valid identification
- A customer produces identification we suspect to be forged or tampered with
- A customer produces identification we suspect does not belong to them
- A customer is suspected of purchasing an age-restricted product for someone else who is or may be underage (known as a proxy sale)

The above applies to exchanges in the same way as it does for new purchases meaning that you may be required to produce identification if you wish to exchange an item in-store for any age-restricted product.