

## CUSTOMER TERMS AND CONDITIONS

Please read the following Terms and Conditions carefully

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### Price:

Once you select a product that you wish to order, you will be shown the charges you must pay plus any applicable delivery charges. This is the amount that must be paid irrespective of any previous price you have seen or heard.

### Offers:

Any offers that are available through this site cannot be used in conjunction with any other offers unless we authorise it. This includes offers on our social media pages, flyers and or any other form of advertising you may have seen.

### Delivery:

Before purchasing any products on this website it is your responsibility to check you meet our delivery criteria which is stated on the product and checkout pages. If, upon receiving your order we see you are not within our stated delivery criteria we will contact you to inform you of any further delivery changes that may need to be applied.

### Delivery times:

We aim to deliver any products you purchase on this site within 1-5 working days between the hours of 8am-8pm. However, we shall aim to let you know if we expect that we are unable to meet our estimated delivery date, but to the extent permitted by law, we shall not be liable to you for any losses, liabilities, costs, damages, charges or expenses arising out of late delivery.

### Delivering the product:

We aim to deliver the product to you at the kerb-side at the nearest access point for our delivery van to the place of delivery requested by you in your Order. You must arrange for the transport of the product from the kerb-side once it has been unloaded from the delivery vehicle.

### Accepting the delivery:

On delivery of the product, you are required to sign for delivery. You agree to inspect the product for the correct quantities and any obvious faults, defects or damage before you sign for delivery. If the product does have an obvious fault, defect or damage on delivery, you must stipulate that the product is faulty, defective or damaged when you sign for delivery; a failure to stipulate this will mean that we cannot replace the faulty, defective or damaged product. You need to keep receipt of the delivered product in case of future discussions with us about it. Also inform us immediately on 0800 246 1901/ 07552 818

### Product colouring:

The colouring of products as shown on the site may vary from the product delivered to you due to limitations in the software or hardware you use to access the site.

### Permission to pay:

If you are asked for details of a payment card, you must be fully entitled to use that card and account. The card and account must have sufficient funds to cover the proposed payment to us.

### Correct details:

You undertake that all details you provide to us for the purpose of purchasing the product from us will be correct, that the credit or debit card, or account or other payment method, which you use, is your own and that there are sufficient funds or credit facilities to cover the cost of the product. We reserve the right to obtain validation of your credit or debit card details before providing you with the product.

### Mistakes in an order:

If you discover that you have made a mistake with your Order after you have submitted it to us or the Site, please contact us immediately on 0800 246 1901/ 07552818487

### Accuracy of prices:

We try very hard to ensure that the price given to you is accurate, but the price of your order will need to be validated by us as part of our acceptance procedure. If the price for the order changes before we accept your order, we will contact you and ask you to confirm that you wish to proceed at the amended price.

## CANCELLATIONS & REFUNDS

Returns: If you wish to cancel or return your order it is vital you contact us immediately on 0800 246 1901/ 07552 818 487 we will provide you with a product returns address.

However, you will be responsible for the cost of returning the goods and the once the product is safely with us; we will examine the returned product and will notify you of your refund via e-mail within a reasonable period of time. We will usually process any refund due to you as soon as possible. This provision does not affect your other statutory rights as a consumer.