

Terms & Conditions of Sale

These terms & conditions do not affect your statutory rights. If you have any doubts about your statutory rights please contact your local Trading Standards department.

- 1. Prices.** Quotations and printed prices are subject to alteration or withdrawal without notice.
- 2. VAT.** VAT is payable at the rates prevailing on the dates payments are made.
- 3. Payment.** A deposit is required at time of order, with full payment of any balance due 4 days before delivery, or 10 days for cheque payments not covered by a cheque guarantee card.
The deposit is confirmation of the existence of a legally binding contract and is not refundable except in accordance with your rights under sale of goods legislation. No goods will be released until full payment has been received.
- 4. Title.** The company shall retain legal ownership of the goods until payment is received in full.
- 5. Delivery/Collection dates.** Where goods are ordered for you, all dates quoted at the time of your order are estimates. Whilst we will make every effort to ensure that we honour estimated dates, they do not form a fixed term of the contract. When goods are available we will contact you, and then arrange the actual delivery date, if delivery is required.
- 6. Storage.** If you are unable to collect/take delivery of the goods when they become available, storage can be arranged free for a maximum of 4 weeks as long as payment of the full outstanding balance is made immediately. Storage for longer periods may be arranged at the Company's discretion, but will be chargeable.
- 7. Delivery.** Delivery, if requested, will be arranged within our normal delivery areas on designated days. Delivery of goods will be deemed to have taken place when the goods are taken from our vehicle at your chosen delivery address. Delivery is to the ground floor only. There will need to be a strong able person at hand to assist with unloading large, awkward or heavy goods.
You must inspect all goods on delivery and sign to confirm receipt of the goods in good condition. If any goods are missing, or have visible damage/defects, the delivery note must be annotated accordingly.
Where delivery is being made by a carrier company, do not give a signature for any package unless you are happy that it is in perfect order. If the package is damaged or wet, note the exact condition on the carrier's sheet. It is not sufficient to sign 'unexamined' and a claim will not be able to be made at a later date. Once goods have been installed, no claim can be made that they were delivered damaged or incorrect.
It is your responsibility to ensure that goods will fit into your chosen location and to ensure that there is reasonable access and that doorways are wide enough.
If it is not possible to deliver or unload, the delivery charge will still be made for the abortive visit and it will be your responsibility to make alternative arrangements at your own risk and expense for dismantling, use of hoists, lifting tackle or alterations to the property as appropriate.
A second delivery will incur a second delivery charge.
- 8. Cancellations.** This order constitutes a legally binding contract. Cancellation will not normally be allowed except in accordance with your rights under sale of goods legislation or where the company is in breach of our legal obligations.
- 9. Colours & Finishes.** Display models and samples are representative of the finished product. Whilst every effort will be made to match all colours and finishes, goods are supplied on the understanding that there may be dye, shade and grain variations, particularly with natural products such as wood.
- 10. Size & Description of Product.** All sizes quoted are approximate. Products are manufactured to perform within the appropriate industry measurement tolerances.
- 11. Customer Own Measurements.** We will accept no responsibility for any loss or damage arising from incorrect measurements made or supplied by you or on your behalf. Orders cannot be cancelled after the goods have been cut or manufactured to sizes provided or specified by customers.
- 12. Variation in Product Specification.** Due to changes in legislation or safety requirements, or to the shortage of certain raw materials, some products supplied by the company may have minor technical alterations and could differ slightly in actual construction from goods shown in sample or pattern form.
- 13. Guarantee - New Items** All new goods supplied are guaranteed for a period of 12 months from date of purchase, or any longer period given by the manufacturer, in respect of faulty workmanship or materials. - **Old Items** All original, reclaimed, restored or second-hand goods are guaranteed for 12 months from the date of purchase and we will endeavour to repair any faulty item returned to us within that period. Where the item cannot be repaired we will, at our discretion, either replace the item with the nearest equivalent or refund the original purchase price. Old taps and radiators were made to operate at mains pressure and connecting them to any pressure increasing device will make their guarantee null and void. It is your responsibility to ensure that the goods conform to the relevant

legislation for your situation and that they are compatible to your plumbing system.

Old items may have cracks, chips, scratches, dents etc. It is your responsibility to inspect the items before purchase and you accept them in that condition . Any such cracks, chips, scratches, dents etc are not faults and are not a reason for return or cancellation of the order.

New & Old items - Our guarantee does not include reimbursement of any charges you may incur for labour, transport or any consequential costs whatsoever.

15 General Care. The product(s) supplied are to be used for the purpose and in the manner for which they were designed. Most manufactures include care and maintenance advice with their products which should be read and followed. No responsibility will be accepted for damage caused by incorrect cleaning. Re-enamelled baths are not vitreous enamelled but have a softer enamel, and care must be taken not to chip or scratch the enamel or to allow the enamel to remain wet except when the bath is in use as this will shorten its life.