

# TERMS & CONDITIONS

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The following terms and conditions apply to all items purchased via our online shop, over the phone, or direct from our warehouse. Please read carefully before you place an order with us.

## 1. INFORMATION ABOUT US AND HOW TO CONTACT US

- a. We are H2O Appliances Ltd, a company registered in England and Wales. Our company registration number is 07887426 and our registered office is 42 Thursley Crescent, New Addington, Croydon, Surrey, CR0 0PQ. Our registered VAT number is GB171222836.
- b. Our Trading Address is H2O Appliances, 25 Croydon Lane, Banstead, SM7 3BE.
- c. You can contact us by telephone at 020 8642 6051 or by writing to us at admin@h2oappliances.co.uk or H2O Appliances, 25 Croydon Lane, Banstead, SM7 3BE.

## 2. PRICES

- a. All prices shown on our products are in £ sterling and include VAT but exclude any delivery or installation charges.
- b. We reserve the right to change any advertised prices at any time.
- c. The price you pay is the price displayed on this website at the time we receive your order,
- d. Please note that prices go up and down.
- e. When placing an order you are purchasing the item(s) at the price(s) shown at that time.
- f. Should a price subsequently change after your delivery is placed we are unable to adjust your order to the new price.

## 3. GRADING

- a. Both our Gold and Silver Grade appliances have been serviced, tested and cleaned to the same high standards. There may be notable scratches or dents on the side of either grade which are not taken into consideration as they are usually hidden in situ.
- b. Our Gold Grade items are in excellent cosmetic condition . Any scratches, scuffs, dents or discolouration will be minor.
- c. Our Silver Grade items may include noticeable scratches, scuffs, dents or discolouration on the front. Pictures will usually be included on the listing or can be requested.

## 4. PAYMENT

- a. Payment can be made by most major credit cards. We also accept any debit card, PayPal and Amazon Pay.
- b. Full payment for your products is taken when a new order is placed
- c. We do not give out paper invoices. We will email an order summary to you if you have given us an email address.
- d. Voucher codes are occasionally issued by H2O Appliances

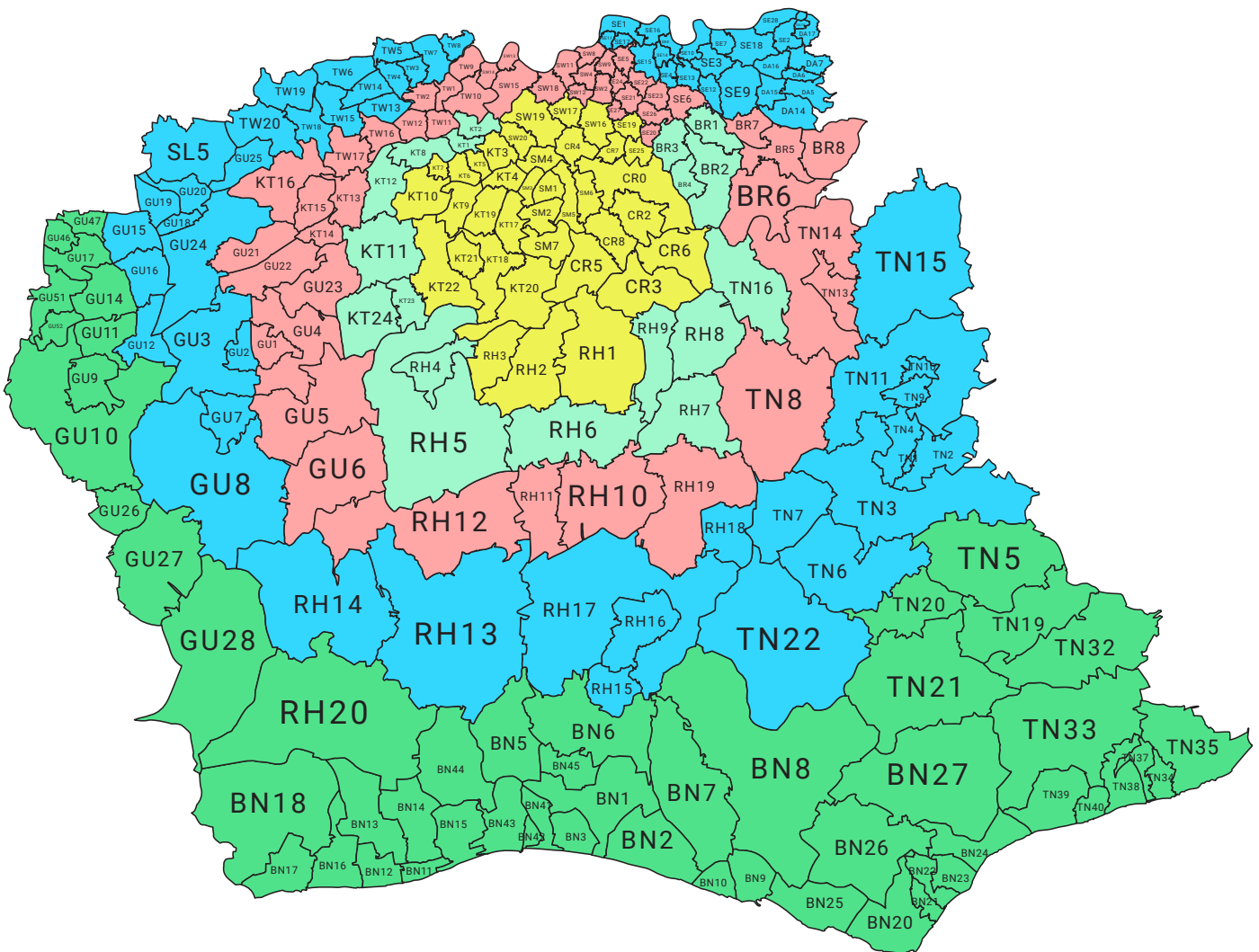
## 5. AVAILABILITY

- a. All products are subject to availability and may be changed at any time.
- b. If your order cannot be fulfilled you will be offered an alternative or given a full refund.

## 6. DELIVERY, INSTALLATION & REMOVING YOUR OLD APPLIANCE

### 6.1 How and where we deliver

- At H2O Appliances we use our own vehicles and engineers to deliver and install our goods as well as remove your old appliance. We do all three of the above in one trip.
- We offer a delivery installation service throughout our delivery area.
- See our current delivery area below:



- Options to install your appliance(s), and remove your old appliance(s) will be available as an add-on on a per-product basis or as an option within your cart.

### 6.2 Delivery information

- We deliver to a specific area surrounding our warehouse. (See Section 6.1.C for our Delivery Area)
- Delivery options and costs will be clearly displayed once you have entered your delivery postcode at checkout.
- You must contact a member of our team to provide you with a delivery date. This can be done by

contacting us before or after purchase.

- d. Delivery dates may be delayed by events outside our control (e.g. due to sudden stock shortages, manufacturing delays, or delivery vehicle breakdowns), which is why we strongly advise all customers not to book fitters until they have received the relevant products, as no claims will be accepted. Alternatively, you can request our engineers to fit your appliance if you meet the installation criteria (*See Section 6.4*). We will contact you as soon as possible to let you know if there is a delay and will take steps to minimise the effect of the delay. We shall not be liable for any losses, costs, damages, charges or expenses caused by any delay in delivering the products.
- e. Your delivery time will be 8 am to 7 pm, on your chosen delivery date.
- f. The day before delivery we will contact all customers to confirm delivery.
- g. We do not give narrow delivery timeslots.
- h. Someone must be at the delivery address between 8 am and 7 pm to accept the goods and if applicable be present throughout the installation process.
- i. If you find you cannot keep to the delivery date you must notify us before 12 noon one working day before delivery.
- j. We will only deliver to ground floor properties (unless a lift is available); this can include a maximum of 4 steps. Our products may be delivered up or down a flight of stairs at additional cost. Call us to find out if the items you require can be delivered in this way.
- k. Whilst our own drivers are happy to wheel your product into an unobstructed room of your choice, we cannot be held responsible for any damage incurred. It is your responsibility to protect any floor coverings to prevent damage while the products are being situated in the property.
- l. We do not allow customers under any circumstances to assist the driver with the delivery or handling of any of our products.
- m. The products will be your responsibility from the time we deliver the products to the address given by you.

### 6.3 Failed Deliveries

- a. Charges may be applied in the event that a delivery fails due to - but not limited to - any of the following reasons:
  - i. You cancel the order after the point at which the products have been loaded for delivery at our warehouse.
  - ii. You provide insufficient/incorrect contact details or an incorrect delivery address thereby resulting in our inability to contact you or otherwise make a successful delivery.
  - iii. You refuse delivery upon arrival of our delivery vehicle.
  - iv. There is no one at the delivery address to accept delivery. You must ensure that you can be available all day on your chosen day of delivery.
  - v. There are parking restrictions or other access problems (e.g. stairs or narrow doorways) which you failed to notify our telesales operators of. By booking your own delivery date at the checkout you are agreeing that there are no such access or parking restrictions that we should be aware of.

### 6.4 Installation

- a. Installation of WET appliances such as Washing Machines, Washer Dryers, and Dishwashers are chargeable and available as an add-on on a per-product basis or as an option within your cart.
- b. Installation is non-refundable as we allocate time for this with our engineers.
- c. As part of our installation service, we will:
  - i. Disconnect and remove the old appliance for recycling (Like for like only) (Please note we do not remove American style fridge freezers)

- ii. Unpack your product, remove and recycle the packaging
- iii. Connect the appliance to existing pipework or electric supply (13 amp plug-in only)
- iv. Level and fit neatly in the space
- d. As part of our installation service, we will not:
  - i. Make any alterations to existing plumbing or electrical connections.
  - ii. Connect the appliance if it puts the fitter or customer at risk.
  - iii. Plumb two waste pipes into one waste connection (No use of an extension hose)
  - iv. Connect the appliance using an extension cable
  - v. Connect the appliance if it does not meet safety guidelines
- e. Failed installations may void your warranty, therefore we ask you to ensure the following prior to ordering;
  - i. Your appliance will fit into the existing space
  - ii. There is easy access to the existing pipework
  - iii. Your stop valves are working correctly (for connection of any wet appliance)
  - iv. Uninterrupted access to pipework from where the appliance is situated
  - v. There is sufficient access for ventilation tubes (tumble dryers)

### 6.5 Removing Your Old Appliance

- a. If requested we will collect old appliances for recycling on a like-for-like basis when we deliver your new item(s). This does not include disconnecting your appliance. If you need your old appliance disconnected, you will need to pay our installation fee. (*See installation information above*)
- b. The option to remove your old appliance will be available as an add on on a per-product basis, or within your cart.

## 7. RETURNS

### 7.1 Damaged or faulty goods

- a. The following is applicable within 30 days of purchase:
- b. Should you discover a fault with products that you have received you should contact us as soon as reasonably possible. Our friendly customer service team will be happy to help and talk you through your options. (*See Section 1*)
- c. Do not attempt to repair the product yourself, we do not cover accidental damage caused by the customer.
- d. You are entitled to a full refund, or alternatively, you can make a warranty claim to get your appliance repaired or replaced. (*See Section 10*)
- e. We want all of our products to reach the customer in the cosmetic condition relative to the grade the item was purchased in. (*See Section 3*) We do our very best to ensure this is the case. However, if any of our customers note any unexpected damages to our products on delivery, we offer a 48-hour window for the damage to be reported to our customer service team.
- f. The seller is liable to cover the cost of any returns.

### 7.2 Unwanted item / Cancelling an undelivered order

- a. We do not accept returns of unwanted items.
- b. To cancel an undelivered order, please contact our customer service team on 020 8642 6051 who will be happy to assist.

## 8. ADDITIONAL SERVICES

- a. If requested we will collect old appliances for recycling on a like-for-like basis when we deliver your new item(s). This is free of charge for WET Appliances and dryers. This does not include disconnecting your appliance. If you need your old appliance disconnected, you will need to pay our installation fee. *(See Section 6.4)*
- b. The option to remove your old appliance will be available as an add on on a per-product basis, or within your cart.
- c. Additional services, such as installation which have been ordered but are then declined upon delivery are non-refundable, as we allocate time for this with our engineers.

## 9. ACCURACY OF PRODUCT INFORMATION

- a. All product information shown on the website is believed to be correct and accurate from the source material (i.e. manufacturer's documentation). However, we regret that we cannot be held responsible for any errors or omissions.

## 10. OUR WARRANTY

### 10.1 Warranty Eligibility

- a. To provide the best possible service, we only offer our warranty within our delivery area. If our appliance is outside (or has moved beyond) our delivery area, you are only covered by our 30-day returns procedure. *(See Section 6.1.C for our Delivery Area, and Section 7 for our Returns Policy)*

### 10.2 Who is my warranty with?

- a. Your warranty is provided and administered by H2O Appliances Ltd, a company registered in England and Wales. Our company registration number is 07887426 and our registered office is 42 Thursley Crescent, New Addington, Croydon, Surrey, CR0 0PQ. Our registered VAT number is GB 171222836.
- b. As these items are second-hand, they do not have a manufacturer's warranty.

### 10.3 What are my warranty benefits?

- a. Your extended warranty provides protection against mechanical or electrical breakdown of the appliance.
- b. This includes:
  - i. Troubleshooting Steps: Depending on the nature of the issue we may request you undertake some reasonable troubleshooting steps to diagnose or resolve the issue prior to an engineer visiting.
  - ii. Parts: Any parts required to repair your appliance will be covered if they have failed to lead to the mechanical/electrical breakdown of the product.
  - iii. Labour: Visits by an engineer to your home to repair your appliance.
  - iv. This is only applicable if at the shipping address detailed at the time of purchase and within our current delivery area. *(See Section 6.1.C for our Delivery Area)*
  - v. Replacement: If the engineers are unable to repair your appliance, or if you decide to exchange it then you will receive a replacement appliance. This will be as close to the appliance purchased and based on current availability.

### 10.4 How long does the warranty protect my appliance for?

- a. As standard - 3 months from the date of Purchase
- b. Warranty can be extended to 6 months from the date of purchase
- c. In the event we repair or replace your item, your warranty does not restart

### 10.5 What is not protected?

- a. Callout charges where a fault cannot be found with the product.
- b. Failure to comply with the manufacturer's instructions for the care of the product.
- c. A product installed in a commercial environment or where the level of use is deemed beyond normal domestic use.
- d. Costs not authorised by the administrator or its appointed engineers.
- e. Faults relating to the installation of the product (unless we have installed it ourselves).
- f. Deliberate damage or neglect of the product.
- g. Rectifying maladjustment or incorrect configuration or setting of manual controls.
- h. Damage caused by foreign objects or substances.
- i. Repairs to damage of a cosmetic nature caused by but not limited to denting, scratching, chipping, staining, and rust or corrosion.
- j. Routine maintenance of the product, supplies or service in your home.
- k. Faults arising from the interruption, failure, disconnection or power surge in the power supply to your home however caused or due to inadequate ventilation of the product.
- l. Faults arising as a result of normal wear and tear.
- m. Total loss of use of the product due solely to the non-availability of replacement or substitute parts, in which case we shall offer a replacement product or settlement based on a product of equivalent or similar specification.
- n. Consequential loss of any type.
- o. If we are called out due to misinformation, or where any of the above exclusions are applicable, you will be charged a full call out fee plus parts
- p. Your warranty may be voided at the discretion of our engineer, if during delivering or installing there is an issue which may compromise your appliance. This includes but is not limited to;
  - i. Fitting the appliance to an extension hose or extension lead;
  - ii. Poor electrics or plumbing;
  - iii. Uneven flooring;
  - iv. Poor ventilation for dryers or fridges;
  - v. Anything else contrary to the manufacturers guidelines.
- f. Your warranty does not entitle to you to a refund. For refund eligibility please *See Section 7*

### 10.6 Claims procedure

- a. It is vital in the event of a claim that you contact us by telephone during working hours 020 8642 6051 or writing to us at [admin@h2oappliances.co.uk](mailto:admin@h2oappliances.co.uk). Please provide us with as much information about what has happened as soon as possible. Pictures and videos of the issue can save time.
- b. You should include;
  - i. Your Order Reference
  - ii. Date of incident.
  - iii. What appears to be at fault with the product.
- d. Our operative will assess the nature of the incident and check if it is protected under your warranty and if necessary arrange for the product to be repaired or replaced.
- e. Depending on the nature of the issue we may request you undertake some reasonable troubleshooting steps to diagnose or resolve the issue prior to an engineer visiting.