

Terms and Conditions

1. Goods Description and Price

The description and price of the Goods you order will be as shown on the website or in the shop at the time you place your order. We reserve the right to vary the price of the Goods at any time before the Contract becomes binding on us. Whilst we try to ensure that all descriptions and prices are accurate and are kept up to date, errors may occur. If we discover an error in the price or description of the Goods you have ordered, we will let you know as soon as reasonably possible. We will then offer you the option of reconfirming your order or cancelling it in exchange for a full refund.

The price of the Goods and delivery charges are inclusive of VAT unless VAT is shown on the web page as a separate element. There may be an option to switch between seeing VAT inclusive and VAT exclusive prices on the website.

2. Placing your Order

You must accept these Online Terms in full before your order can be placed. You will have an opportunity to check and correct any input errors in your order up until the point at which you place your order on the checkout page. Please take the time to read and check your order carefully at each stage of the process. Please make sure that you provide your correct phone number and email address when you place your order. This is essential to enable us to contact you with any questions or to update on any changes in circumstances.

When you place your order, this represents an offer from you to purchase Goods from us. We'll send you an email to confirm that we've received your order. This does not mean that we have accepted your order (see below).

3. How to Pay

You can only pay for Goods ordered through our website by debit or credit card. We accept Visa and MasterCard credit cards, and Maestro, debit cards. If you are using an Apple device, you will have the option to pay via Apple Pay.

We'll take payment for your order, including delivery charges, from your debit or credit card at the time you place your order. However, this doesn't mean that your order has been accepted and if we reject your order for any reason (see below), or we can't supply the Goods you've ordered, we'll credit your payment card with a full refund or credit your account with us (as applicable).

4. Order Acceptance

Your order will be accepted when we either email you to accept your order or we deliver the Goods to you. The Contract between us is formed at the time we accept your order or we deliver

your Goods to you. If your order is dispatched in more than one delivery, each dispatch will form a separate Contract covering the Goods delivered under that dispatch. Without affecting your cancellation rights (see below), you can cancel your order for Goods at no cost, at any time before we dispatch the Goods.

We may reject an order at any time before we have accepted your order. All orders are subject to stock availability

5. Delivery

We (or our supplier) will deliver the Goods to you at the address you have given in the checkout process. Delivery dates are given in good faith, but are estimates only. A member of staff will be in contact before this date to arrange a delivery time which suits you. On occasion we may have to change or cancel delivery dates or times at short notice.

We'll always try our best to meet the estimated delivery timescales we give you. However, we won't be held responsible for any failure to deliver your order within the stated timescales, provided we deliver the Goods within a reasonable period. If we can't deliver your order within this timescale, we'll let you know and give you the opportunity to either wait for the Goods or cancel your order. If you choose to cancel, we'll give you a full refund including any delivery charges that apply.

If you keep our delivery vehicle waiting for an unreasonable time or the delivery driver is obliged to return without completing delivery, or if due to the nature of the Goods we have to provide additional staff to unload Goods, a reasonable additional charge may be made that reflects the extra services provided.

We shall not be liable for any damages whatsoever whether direct or indirect (including for the avoidance of doubt of any liability to any third party such as fitters or tradesmen) resulting from any delay in delivery of the Goods, or failure to deliver the Goods in a reasonable time whether such delay or failure is caused by us or otherwise howsoever.

We'll always try to make one single delivery where possible, to minimise inconvenience. However, this may not always be possible. Where your order contains a mix of Goods with different delivery lead times, the longest lead time will always apply to the entire order.

6. Your rights

If Goods are faulty or delivered damaged, your rights are set out in the Conditions of Sale. If you're ordering Goods from us as a consumer rather than in the course of your business, you may have additional legal rights and nothing in these Terms or Conditions of Sale will affect these rights.

7. Please contact us if there's an issue

If there are any issues with the Goods you've ordered, please contact us straight away so we can help, contact details are available on the website. Please have your order number to hand as well as details of the affected Goods. If we offer you a refund, this will be credited to either the card used to purchase the affected Goods or to your account with us (as applicable).

8. Your cancellation rights of the Contract and return of the Goods

If you have ordered Goods on our website or over the phone, your right to cancel the contract starts from the date your order has been accepted, when we either email you to accept your order or we deliver the Goods to you, which is the date the contract between us is formed. You will need to notify us of your cancellation and return the Goods to us within 30 days of receiving them. During this period, you may cancel your order and receive a full refund provided the Goods are returned to us in accordance with the requirements in this cancellation clause below. This clause does not affect your right to return faulty or mis-described goods. Without affecting your cancellation rights, you can cancel your order for Goods at no cost, at any time before we dispatch the Goods, or any time before the confirmed availability for collection time for click and collect orders.

To exercise your right of cancellation, Goods must be returned to the branch you made the purchase from and you must provide us with details of the Goods ordered, your contact details and the reason for the cancellation. You may only return Goods to us during our branch opening hours, which are subject to change and each branch is subject to their own opening times. This means they should be in their original packaging, unused, and undamaged and with a copy of the invoice included. You must take reasonable care to ensure the Goods are not damaged in the meantime or in transit. If the Goods are damaged (or have been modified) by you or are damaged in transit in a way that you could have foreseen (such as not being sent back in the same or similar packaging as sent to you) we withhold the right to refuse any returns (or partial returns) that do not meet a good and sellable condition as described in this clause.

If you do not return the Goods as required under this clause, we may charge you a sum not exceeding our reasonable direct costs of recovering the goods and/or replacing any goods that are damaged. If the Goods are faulty we will refund the cost of standard delivery only.

Once you have notified us that you are cancelling the contract and returned Goods in accordance with the above, we will refund or credit your account as soon as possible and no later than 14 days after receiving them back. We will make the reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of the reimbursement.

9. Other important terms

These Online Terms and any Contracts shall be governed by and construed in accordance with English law and shall be subject to the exclusive jurisdiction of the English courts.