

OUR TERMS AND CONDITIONS OF SALE

Dear Customers...

THE CONSUMER RIGHTS ACT 2015 – Our company's terms and conditions will not affect your statutory consumer rights.

Please note, that due to the nature of our business, all of our manufactured blinds on our website are bespoke, and therefore are excluded from the Consumer Protection (Distance Selling) Regulations 2000.

If the goods are not of satisfactory quality, they can be forwarded to our returns address, *Wood Blinds Hadleigh, Essex*. The consumer will be responsible for the re-packaging of the said items and all boxes must be label accordingly with your order reference number. You have a duty to take reasonable care of the goods whilst they remain in your possession. We will, however, organise, at our expense for the goods to be collected if the items do not match the online description or photographic content. Furthermore, if the goods are not fit for purpose within the meaning of the Consumer Rights Act 2015, we will happily reimburse reasonable costs for returning such items. Any other method of non – standard delivery will be deducted from the total of the refunded price that will be issued within 14 days of receiving the goods at our returns address.

Bespoke goods are none refundable, however, our aim is to offer an excellent online customer service experience. If you wish to cancel your order it must be in writing. It can only be accepted if the order is still pending and manufacturing has not commenced. Please note, that due to the changeable lead times in busy periods, not all cancellations will be accepted. Any costs incurred by us will be withheld from the total amount to be refunded, in order to cover any administration costs or unforeseen charges. To avoid any unnecessary costs, we advise you to carefully check your online order including measurements, colours, and product type before submitting your instructions. Please check you have received your order confirmation via email once payment has been made. Wood Blinds will not be held responsible if we are not made aware.

If you would like any further information before placing any orders or if you have any queries, please do not hesitate to contact our customer services department either by telephone 01702 559969 or by sending an email to info@woodblinds.co.uk

THE SPECIFICATION OF GOODS

The seller reserves the right at any time to change specifications:

There will be a sur-charge of approximately £25.00 for any goods that are listed as faulty or not ordered to specification i.e., length and width including colour, louvre size if the items are found upon inspection to be within specification. This charge must be made before the goods are returned to the original posting address.

Our measuring guide is a tool to provide and assist our customers in supplying the necessary measurements suitable for their needs. It is your responsibility to stipulate the precise measurements in order to meet your requirements. We shall not be held accountable for any incorrect dimensions. Please be mindful before placing an order and double check each measurement before the confirmation stage. Bespoke items cannot be resold.

Our blinds will be factory-made using the measurement in millimetres (MM) only. We will use the measurements and label each item before it is dispatched. We reserve the right to allow

manufacturing to work within a certain tolerance of +/- 5mm. Goods cannot be returned if they fall within these variances.

Due to the variations of screen tone, clarity and colour we highly recommend that you request a sample(s) before making a purchase especially whilst matching pre-existing blinds for exact colour match. True texture, size and feel is not possible without seeing the product in person. Bespoke items are non-refundable so care must be taken for the reasons stated above.

PRODUCT INFORMATION ON WOOD VENETIANS

The industry standard states that all sizes must be cited as 'width x drop' and using millimetres (MM) as the recognised measurement.

Our website will continue to change illustrations, photographs and product information. If you have any doubt as to the product itself, please contact our customer services or order samples. Please note that different batches may still vary in colour and grain. A natural product can easily be distinguished from another. By ordering free samples will give you a good understanding on how the product will look therefore eliminating any grounds to return and an eventual refund.

Due to our made to measure bespoke service, we cannot accept any returns if the goods are not suitable for your window type. The seller cannot be responsible for checking every order in advance. We will make each order to specification allowing for +/- 5mm tolerance. The goods will be quality checked, wrapped and packaged and sent using a recognised delivery service.

PRICE AND PAYMENT

Due to fluctuations in the market, prices are subject to change at any time. The price displayed at the time of purchase will be listed on the received order. All prices will be shown in UK (£) and will include VAT at the current rate of 20%.

Whilst every effort is made to ensure that our prices are accurate, mistakes can occur. Upon realising any errors, we will actively inform our customers of any pricing discrepancy, allowing them the option to reconfirm the order or cancel the order or part of it. Our customer services department will make every attempt to notify you by email in relation to your order and will treat a non-response as an order cancellation.

We will accept all major credit cards, debit cards and also PayPal. Your offer to purchase our bespoke goods will only be accepted once you have made payment in full at checkout. The order will be processed and an online order number will be issued. Once the goods have been delivered, title will pass accordingly. Please make us aware of any issues once the goods have been received by contacting our customer service team or by telephone on 01702559969.

ORDER PROCESS & CONTRACT INFORMATION

Navigating through the online order process is fairly simple. Detailed instructions have been provided to assist you. If you need guidance on how to take the required measurements accurately, please contact us. Please note, we do not take any responsibility for incorrect measurements. Please check the order confirmation as we cannot accept any claim based on incorrect sizes.

We reserve the right to accept or cancel any order. A legally binding contract will only arise once an order number has been generated. Your order is always subject to our acceptance. Due to the nature of our business, we will take payment from you at the time you place the order at checkout, by using a debit or credit card and/or PayPal. Please note this is not acceptance by us until we issue you with an order number. An order number is a confirmation of acceptance. We will send this to the email address provided on the order form portal. This will then create a legally binding contract between both parties.

We cannot accept orders from outside the UK.

RIGHT TO CANCEL & RETURN INFORMATION.

Please note, you will not have the right to cancel your custom-made items once put into production. All of our manufactured blinds on our website are bespoke, and therefore are excluded from the Consumer Protection (Distance Selling) Regulations 2000. They cannot be returned as they will be deemed as unsellable items.

If you wish to cancel your order before production has commenced, you will be entitled to do so. This may be subject small administrative costs if the cancellation does not fall between 1-4 hours of placing your order. However, not all cancellations can be accepted. Any costs incurred by us will be withheld from the total amount to be refunded.

To reiterate, claims cannot be brought for incorrect measurements. Our products will be made using the confirmed sizes on the confirmation order. If production has not commenced, we will accept new measurements. No verbal instruction will be accepted. Only email instruction will be acknowledged and confirmed using a new order confirmation. Please keep these records safe to prove the amendments have been received and communicated accordingly.

If you are cancelling your order, please communicate by email. Not all cancellations can be granted. If the goods are not fit for purpose or have pre-existing damage or defects, once the goods have been returned or collected by us and assessed, we will then re-credit our customers within a 14-day period of receiving a cancellation instruction. The items must be repackaged in the original packaging if possible or to a reasonable standard, free from alteration, misuse or negligence. Please note, if the goods are not returned, or not in a satisfactory condition, we shall be entitled to withhold monies in recovering these items or offset the amount to be re-credited.

Wood Blinds reserves the right to cancel any order for the following reasons:

- Delivery outside of United Kingdom
- Measurements out of specification either width/length or both.
- Unsatisfactory stock levels in order to complete your order
- Incorrect prices mistakenly shown on website, made in error by us or by our working suppliers.
- Not using the prescribed measurements in (MM)
- No entitlement to compensation for disappointment suffered for any of the reasons stated above.

Customers can cancel for the following reasons

- If the goods are not of satisfactory quality and not fit for purpose.
- If goods have not gone into production- a reasonable administration fee will be taken.

- There will be a sur-charge of approximately £25.00 for any goods that are listed as faulty or not ordered to specification i.e., length and width including colour, louvre size if the items are found upon inspection to be within specification. This charge must be made before the goods are returned to the original posting address.
- Reasonable care of the goods must be taken whilst they are in your possession. We shall offer a refund once goods have been returned within a 14-day period.

Please note that non-acceptance of delivery is no valid reason for cancellation or refund.

DELIVERY OF GOODS

We only deliver goods to mainland UK and Northern Ireland addresses. All deliveries must be signed for by an adult aged 18 +

We make every effort to deliver your goods within an estimated period. However, deliveries can be delayed due to unforeseen circumstances, especially during busy periods i.e., Easter and Christmas so deliveries cannot be guaranteed. We will always use reputable logistic firms and will forever remain detached from non-standard delivery methods. Listed on your order confirmation will be an expected delivery date. You will have the option to track your items using the courier's website once it has left our premises. We will deliver to the address supplied by you- please double check.

There may be a possibility of loss or damage. In any event, please contact us as soon as possible to claim a replacement if the original goods were never received or parts of your order have been overlooked. We will not be liable for any loss arising out of a postal delay. These factors are out of our control and consequently we cannot compensate for that.

If any items are damaged, photographic evidence, including the order number will be required within a 7-day period. Customers will have to check the boxes upon delivery and sign the consignment as damaged if there are any signs of damage. Once we or the delivery company have investigated, we will collect the items at our expense, we will then process a replacement as soon as possible.

DATA PROTECTION

The **Data Protection Act (DPA)** protects the privacy and integrity of **data** held on individuals by businesses and other organisations. Our customers privacy is of utmost importance. We adhere to a strict Data Protection Policy in accordance to the DPA 1998. The information collected from our customers is personal data and will remain lawful, fair and transparent. The processing of this information is necessary for the performance of the task.

WARRANTY

All of our products supplied and sold by us will be covered by 1 year guarantee. Within this period, any defects, costs, repair or carriage will be paid for at our expense. Once this 12-month warranty ends, any repairs, including carriage will be charged accordingly. If an item cannot be repaired it will be replaced on a like for like basis. We must stipulate that any defect or accidental damage will not be covered under the warranty. Examples are:

- Negligence
- Wear & Tear
- Accidental damage
- External use
- Wrongly installed, using outside the manufactures guidelines/instructions

CHILD SAFETY

All blinds must be fitted with regulation child safety cords, chains or any safety parts. The buyer agrees to use the child safety mechanisms and must stall all items correctly.

BS EN 13120:2009+A1:2014 is mandated under the general product safety regulations 2005.