

Terms & Conditions

Definitions

"We/us/our" means Pease of Garforth Ltd.

"Website" means the website located at www.peaseofgarforth.co.uk or any subsequent URL which may replace it;

"You" means a user of this Website.

"Users" means the users of the Website collectively;

"Conditions" means these terms and conditions;

"Product" means a product displayed for sale on the Website;

"Product Description" means that part of the Website where certain terms and conditions in respect of the individual Product are provided;

"Personal Information" means the details provided by you on registration;

"Cookies" means small text files which our Website places on your computer's hard drive to store information about your shopping session and to identify your computer; "United Kingdom" means England, Wales, Scotland, Northern Ireland and the Channel Islands

Using our Website

Our website is provided to you free of charge for your personal use and subject to the Terms and Conditions and our Privacy Policy. By using the our website you agree to be bound by these Terms and Conditions and our Privacy Policy.

These Terms and Conditions do not affect your statutory rights.

To register with our website you must be eighteen years old or over.

When you register to use our website, you will be asked to provide a username (your email address) and create a password. You must keep this password confidential and must not disclose it or share it with anyone else. You will be responsible for all activities and orders that occur or are submitted under your password. If you know or suspect that someone else knows your password either change your password or contact us directly.

You must ensure that the details provided by you on registration or at anytime are correct and complete.

You must inform us immediately of any changes to the information provided by you when you registered to use our website, by updating your personal details.

Prices & Payments

Prices quoted by us are current at 21/09/2012 but we reserve the right to make changes as necessary. Unless stated, all prices are in pound sterling and include VAT.

The total cost of your order will be the price of the products you order, plus the applicable delivery charge. All of these will be set out clearly in your Shopping Basket before you submit your order.

Special offer prices on products are subject to availability. If something becomes unavailable we may offer you an alternative or suggest that you visit one of our stores.

We accept payment by MasterCard, Visa, Delta, American Express and Switch. Payments can also be made using valid gift vouchers.

Payment is deducted when we process your order. Orders can only be placed online.

Cancelling an order, returns and refunds

If you are buying from us using our website, we will treat you as buying by distance selling.

For your protection, there is a legal right available to consumers to a cooling off period for 7 working days starting after the day you receive the goods, during which time the you may cancel for any reason.

If you wish to cancel within the period stated, you must give notice in writing (by email). And return the good(s) within 30 days. Telephone notice of cancellation will not be accepted.

In order to cancel your order, please contact us at sales@peaseofgarforth.co.uk

Returned goods must be complete and in 'as new' condition, with proof of purchase. They must be returned with the original box, packing and any accessories. Any 'Free Gifts' received with the product must also be returned.

Returns are sent at the risk/expense of sender.

Upon our receipt of your returned order, you will receive a refund, The return cost will be deducted from any refund due to you.

Please note we cannot cancel your purchase when:

- you return your product without proof of purchase.
- the packaging is damaged or has been discarded; or
- the goods were a special order to your specification.

Your rights to return goods are protected under the EU Distance Selling Directive which can be found at <http://www.hmso.gov.uk/si/si2000/20002334.htm>

If you are returning the product due to a fault please refer to the manufacturers warranty provided prior to doing so.

Where a refund has been agreed this will be paid within 30 days of us receiving the returned goods in accordance with these terms and conditions.

Delivery

We usually post your order right away. Delivery of orders will usually be between 1- 3 working days. If items are on back order, these will be posted out as soon as possible.

All deliveries require a signature, so please ensure that you are available to receive the delivery or have left specific alternative delivery instructions when placing your order. e.g.: works address of a leave with a neighbour. Upon receipt of goods, please endorse the delivery note with both your signature and the time of delivery.

If you find that your goods have been damaged in transit, or part of your shipment is missing, please tell us immediately upon receipt of goods quoting your order/invoice number.

Undelivered parcels must be reported to us within 10 working days.

Email us via the 'Contact Us' link on the website or telephone 0113 2860211.

We will either refund the original amount paid or send a replacement once your claim has been assessed.

All failed deliveries returned as a result of no-one been present to sign for the order at the address provided by you or failure to collect your order after a failed delivery attempt will be liable to a returns fee and a refund less the initial postage and packaging fee's. All returns fee's charged by the couriers will be passed onto the customers concerned. It is important you provide a delivery address you are able to sign and receive orders at on a daily basis such as a work's address, otherwise it is your responsibility to collect your orders from their assigned locations.

Delivery Pricing

Delivery costs on all orders can be viewed by adding the particular item/items in question to the basket and selecting your delivery location. The price will then be calculated depending on weight, size and location and displayed. We post worldwide but if your location isn't listed please select either rest of Europe or rest of the world by default.

Order tracking & history

Your order becomes available for online status-tracking once it has been despatched. You can access the tracking information regarding your order via the email despatch notice we send you. All you need to do is follow the link and type in your unique tracking number. We use Royal Mail, Parcelforce and DPD for all our UK mainland deliveries whilst Internationally we use Royal Mail International, Interlink Euro Express and Parcelforce Worldwide.

Retention of good title

Any goods ordered shall belong to us until you have made full payment by cleared funds.

Title to the goods remains with us until physical delivery has taken place at the selected address supplied by you.

In circumstances of a dishonoured payment for whatever reason, we shall have the right to recover by repossession the goods delivered or in transit.

Back orders

If your item is not in stock, we will back order for you. We will send part orders where possible.

Manufacturers Warranty

On purchasing products from us, we will assign or pass on to you the benefit of any manufacturers' warranties or guarantees subject to the limitations (if any) contained in the documentation supplied by the manufacturer to you. Should any item you purchase from us fail (within the terms set out by the manufacture) you can either contact us and we will advise you what to do next, alternatively you can contact the manufacturer directly.

Dispose and recycle

Used electrical and electronic equipment must be treated separately and in accordance with legislation that requires proper treatment, recovery and recycling of used electrical and electronic equipment. Recycling facilities are now available for all customers to dispose of their old electrical products. This is a requirement under UK and European legislation (Waste Electrical and Electronic Equipment, or WEE Directive).

WEEE Directive.

The primary purpose of the Directive is the control of waste electrical and electronic equipment and to require the re-use, recycling and other forms of recovery of such waste so as to reduce volumes being disposed to landfill or incineration. By disposing of this product correctly you will help ensure that the waste undergoes the necessary treatment, recovery and recycling and thus prevent potential negative effects on the environment and human health which could otherwise arise due to inappropriate waste handling.

WEEE Regulations.

The Waste Electrical and Electronic Equipment (WEEE) Directive is now UK law. The legislation aims to make producers pay for the collection, treatment and recovery of waste electrical equipment. The regulations also mean that suppliers of equipment like high street shops and internet retailers must allow consumers to return their waste equipment free of charge.

The amount of WEEE we throw away is increasing by around 5% each year, making it the fastest growing waste stream in the UK.

- Much of the UK's WEEE ends up in landfill, where the lead and other toxins it contains can cause soil and water contamination. This can have a harmful effect on natural habitat, wildlife and also human health.
- Many electrical items that we throw away can be repaired or recycled. Recycling items helps to save our natural finite resources and also reduces the environmental and health risks associated with sending electrical goods to landfill.

Distributors of new Electric and Electronic Equipment (EEE) have a part to play in reducing the amount of WEEE going into landfill sites.

Under the WEEE Regulations, all new electrical goods should now be marked with the crossed-out wheeled bin symbol shown below:

Where to dispose of electrical equipment.

Goods that are marked with this symbol, indicates that they should not be disposed of with your household waste. Following the implementation by member states, private households within the EU states may return their used electrical and electronic equipment to designated collection facilities. Household waste recycling centres are run by your local council, also customers will be able to take their old electrical appliances to these participating civil amenity centres, and some local retailers may also take back your old product free of charge if you purchase a similar one.

To locate you're nearest local collection recycling centre log on to www.recycle-more.co.uk

Amendments

We may update these Terms and Conditions from time to time and changes will be notified to you via the e-mail address provided by you on registration or by a suitable announcement on the Pease of Garforth Limited website, www.peaseofgarforth.co.uk. The changes will apply to the use of our website after we have given notice. If you do not wish to accept the new Terms & Conditions you should not continue to use our website and the online store. If you continue to use our website after the date on which the change comes into effect, your use of the our website indicates your agreement by the new Terms and Conditions.