

## TERMS & CONDITIONS

*Please note, these terms & conditions do not affect your statutory rights.*

The following terms and conditions apply to goods supplied by Vardas Consultancy Ltd trading as WowLighting (the 'Supplier'). Registered office: 34 Boulevard, Weston-super-Mare, North Somerset, BS23 1NF.

- ❑ No contract exists between you and the Supplier for the sale of any goods until the supplier has received payment in full in cleared funds.
- ❑ The Supplier may change these terms and conditions, without notice, for future sales.
- ❑ We reserve the right to cancel items ordered for any reason, in which case a full refund will be given and we will contact you with the reason for the cancellation.
- ❑ The goods supplied remain the property of the Supplier until the goods have been paid for in full.

### DELIVERY

- ❑ Goods will not be shipped until funds have cleared.
- ❑ As many of our products are imported, or made to order, there is typically a delay of 2 to 8 weeks from placing the order to receipt of goods.
- ❑ In the event that the Supplier is unable to deliver the goods to you, due to circumstances within the Supplier's control, you will receive a full refund.
- ❑ If you refuse to take delivery of goods you have ordered from the Supplier we may, at our discretion, cancel the entire or part of the order and charge you for storage, shipping and insurance of the goods and make a charge for any shortfall in the subsequent sale price.
- ❑ Every effort will be made to ensure that you receive your goods as soon as possible after your order has been accepted. However, the Supplier will not be liable for any loss or damage suffered by you through reasonable or unavoidable delay in delivery. You will be informed as soon as possible about any delays.

### DAMAGES

- ❑ On receiving your order you must check for damages and/or shortages. Claims for damages and/or shortages must be made within 48 hours of receipt of your delivery. Claims made after 48 hours of delivery will be refused. We advise that you keep all packaging in case you need to return any items to us. Initially you will be responsible for returning the goods to the Supplier at your own cost, we will then inspect the goods and providing the goods have been returned as required you may be issued with a refund for the carriage costs incurred. The goods must be returned to the address shown below. You must take reasonable care to ensure the goods are not damaged further in the meantime or in transit.
- ❑ The goods are at your risk from the time of delivery.

### CANCELLATION

- ❑ You have the right to cancel the contract at any time up to the end of 7 working days after you receive the goods, providing the goods have not been fitted or modified in any way, and providing they are returned with the original packaging, and providing the goods are in a resalable condition. This does not apply to goods that have been imported or manufactured specifically for you.
- ❑ If you exercise your right of cancellation after the goods have been dispatched, you will be responsible for returning the goods to the Supplier at your own cost. The goods must be returned to the address shown below. In all cases the goods must be adequately packed in the original packaging to prevent damage. You are responsible for the goods reaching us in perfect condition, unused and resalable. You will receive a refund within 30 days.

## WARRANTY AND RETURNS

- ❑ All goods supplied by the Supplier are warranted free from defects for 12 months from the date of supply (unless otherwise stated).
- ❑ This warranty does not apply to any defect in the goods arising from fair wear and tear, willful damage, accident, negligence by you or any third party, use otherwise than as recommended by the Supplier, failure to follow the Supplier's instructions, or any alteration or repair carried out without the Supplier's approval.
- ❑ If the goods develop a defect while under warranty you should notify the Supplier in writing within 7 days of the date you discovered the defect. Initially you will be responsible for returning the goods to the Supplier at your own cost, we will then inspect the goods and providing the goods have been returned as required you may be issued with a refund for the carriage costs incurred. The goods must be returned to the address shown below. You must take reasonable care to ensure the goods are not damaged further in the meantime or in transit.
- ❑ All electrical fittings should be installed by a qualified engineer. It is your responsibility to ensure that the wiring, circuits, dimmers, switches, transformers, and lamps that you use with the fittings are all appropriate and safe. And that recessed fittings are installed in compliance with current building regulations. Note that dimmable fluorescent fittings will usually require special control wiring in addition to the mains cable.
- ❑ The Supplier's total liability in all cases is limited to the price paid for the goods.

## CONTACT DETAILS

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