

# Terms & Conditions

## 1. About Us

This website [www.seashellsdesigns.co.uk](http://www.seashellsdesigns.co.uk) is owned and operated by

**Jayne Edwards**

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Tel: 07811161476

## 2. Make a contract with us

2.1 When you place an order with us, you are making an offer to buy goods. We will send you an e-mail to confirm that we have received your order.

2.2 In the unlikely event that the goods are no longer available, or that we have made a pricing mistake, we will advise you of this. You will not receive an e-mail confirming acceptance of your order, and there will be no contract between us.

2.3 Images of products on this website are for illustrative purposes only. Your goods may vary slightly from the image shown on the website and will not include any of the pictured accessories, unless stated in the specification of the goods. Whilst goods may be shown assembled they may require assembly by you.

2.4 We have made every effort to display as accurately as possible the colours of our products that appear on this website. However, we cannot guarantee that your monitor's display of any colour will accurately reflect the colour of the actual goods.

2.5 Whilst we try to be as accurate as possible, all information provided is approximate and is provided in good faith.

2.6 This contract is covered by English law.

2.7 By placing an order with us, you agree to and accept these terms, as well as our privacy policy and the terms of website use.

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## 3. How to place order

3.1 You can use our website to place an order by selecting the product you wish to buy and adding it to your basket. Items you do not require can be removed from your basket at any time. If you prefer to order by telephone you can do so by calling mobile: 07811161476

3.2 If purchasing a quote, the buyer accepts full responsibility for checking the accuracy of that quote.

3.3 The buyer assumes responsibility for the goods being suitable for the purpose for which they are being purchased.

3.4 Carriage charges will be shown prior to you placing your order.

3.5 You will be required to pay for the goods in full at the time of ordering.

3.6 We use secure payment facilities for online purchases. You can pay for your order by Paypal

3.7 Promotional prices only apply during the period stated.

3.8 All prices quoted on our website are in UK pounds and include Value Added Tax at the current rate.

3.9 Once your order has been confirmed, changes may not be possible or may incur additional charges or delays.

3.10 Once your order is complete we will notify you of the dispatch date.

3.11 Only voucher codes obtained from seashells.wales Website will be honoured. Any vouchers from this website that are over 6 months old can be considered expired and will not be accepted.

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## 4. Delivery & Carriage Charges

4.1 Goods will be dispatched from our warehouse within 15 working days and any estimated dispatch date is an estimate, which can change without notice. Dispatch may be delayed in accordance with point 4.13.

4.2 We will deliver goods within 2-3 working days of dispatch. Deliveries may be delayed in accordance with point 4.13.

4.3 Your order may arrive in more than one delivery.

4.4 We can deliver our goods worldwide

4.5 We will deliver the goods to the premises you specify on your order.

4.6 Most of our products are relatively weighty items and you will be required to assist the driver in offloading your order.

4.7 Disposal of packing materials is your responsibility.

4.8 If there is no one to accept the order on the scheduled delivery date the goods may be returned to the factory and we reserve the right to charge you an additional re-delivery charge.

4.9 If you change the delivery address once the goods have been dispatched to you, we reserve the right to pass on any extra charges made by our carriers for redirecting your delivery, if the carriers are able to make the change. This will delay your delivery.

4.10 Please check the goods on delivery - any goods found to be missing or damaged should be notified to the delivery driver at the time of delivery or ourselves within two working days of delivery of the items.

4.11 If the goods are lost or damaged please report this to us within two working days from the delivery day.

4.12 Sometimes, for reasons beyond our control we may be prevented from delivering your goods as planned. These might include things such as accidents, breakdowns, fire, flood, storm, severe weather, acts of god, war, riot, civil commotion, malicious damage or the default of our suppliers. We are not responsible where this causes a delay or failure in delivering your goods.

4.13 Time is not the essence of the contract unless expressly stated otherwise in writing by a Director of the Company.

4.14 Free delivery is available as stated when you order

## 5. Cancellation and returns

5.1 You can cancel your contract at any time up to 14 days after the day of delivery. To do this, please e-mail. We are unable to accept cancellations by phone.

5.2 If you cancel, you must return the goods within 14 days of cancellation, complete with the original packaging to us and/or our supplier (or any other UK address specified by us), at your own expense. You must ensure that the goods are packaged adequately to protect against damage.

5.3 We are not liable for any loss earnings due to late, incorrect or lost deliveries.

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## 6. Faulty Goods / Guarantee

6.1 If there is a problem with the goods, please notify us by email or in writing immediately providing details of the problem. In addition, you must provide us with a digital photograph of the problem as this saves you having to return the goods for inspection. We will deal with the matter in accordance with your legal rights.

6.2 We are unable to send a replacement as all items are one offs or made to order.

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## 7. Liability

7.1 The products sold on this website have been designed to comply with all relevant UK legislation. We cannot warrant or represent that they comply with any legal requirement outside the UK.

7.2 We do not accept liability for any consequential loss of profit or indirect losses. You should therefore not book installation of the goods until you have received them and inspected them.