



# linda wood

## TERMS AND CONDITIONS

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### **PRICES**

All prices are in UK Pounds Sterling and are quoted exclusive of VAT.

### **PRODUCTS, PACKING AND SERVICES**

All products and services are subject to availability. If your order cannot be fulfilled we will notify you and offer an alternative. See price list for our units of sale. Strictly no sale or return. Products may be liable to change due to reasons outside of our control; we will always endeavor to inform customers of any changes prior to delivery.

### **MINIMUM ORDER**

Our minimum order value is £50.00 plus post & packing at the rates described below.

### **DELIVERY**

Delivery to UK mainland addresses is charged at £8.00 on orders between £50.00 and £100.00, orders for more than a £100.00 will be delivered free unless the consignment weighs more than 5 kg, we will contact you in this instance. Deliveries to addresses outside the UK mainland will be calculated and quoted on your order acknowledgement. We reserve the right to change our delivery charges as they are calculated at the prevailing rate on the day we acknowledge your order, however, if changes are made you will be notified for approval. Deliveries will normally be dispatched within 14 days of receipt of order; you will be advised of any delay or problem with availability. If you provide us with an email address or telephone number then we will notify you of dispatch. Handmade and hand finished items may incur a longer dispatch period.

### **LOST OR DAMAGED GOODS**

In the unlikely event that your order is lost or damaged in transit please contact us within 14 days of dispatch notification. Damaged goods must be returned with the original packaging, please contact us prior to return.

### **COMPLAINTS**

We take customer satisfaction very seriously and will respond to complaints as quickly as we can. For any complaint, please contact us using the details at the foot of this page.

### **ORDER CONFIRMATION AND ACCEPTANCE**

Written confirmation will be sent to you after receiving and accepting your order, this will notify you of any extra charges levied and you must accept these charges before we will proceed with your order. We prefer to use email for these communications as it is the fastest method, however, if you do not provide an email address then confirmation will be sent by post and this may delay processing of your order. We reserve the right to decline any order and will notify you in this instance.

### **DATA PROTECTION AND PRIVACY**

We will only use the information we collect about you to enable us to process your order and for after-sales service, we will not pass your details to any third party.

### **PAYMENT TERMS AND OWNERSHIP**

Payment terms are 30 days from invoice date. VAT will be charged at the prevailing rate. Goods remain the property of Linda Wood Limited until paid for in full. Pro-forma may be requested on new accounts.

Prices and availability are subject to change without notice.

### **studio**

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