

Block Sales Order Terms and Conditions

Our terms and conditions are designed to avoid potential problems with your purchase. We hope that you will agree that they are reasonable.

Definitions

“You” and “your” refer to the person who has agreed to buy goods from us

“We”, “our” and “us” refer to Block Lighting, our employees and agents

By ordering and/or paying for goods from Block Lighting, you are entering into a contract with us. As such, this contract confers certain rights and responsibilities upon and to which both you, as the buyer, and we as the seller, must adhere. We must supply you with the goods and/or services detailed and described on your order. We may vary this contract, but only with your advance agreement, which may be written or verbal. For your part, you must ensure that you keep to your side of this agreement. That means that you will not stop cheques and charge back credit card payments. You will collect or accept delivery of your purchase as agreed and pay storage charges as agreed and described below if you ask us to hold your goods.

Payment

Where applicable, all prices include VAT at the current applicable rate. All goods purchased from Block Lighting must be paid for, in full at time of order, and prior to collection or delivery. We accept cash, cheques, and credit and debit cards. You can pay using your card via Pay Pal, a secure online system. We simply send you a Pay Pal request for payment and you pay on line at the Pay Pal website. Where payment is made by cheque, goods are not paid for until the cheque has cleared (Please allow up to 10 days). All goods remain our sole property until full payment has been received by us, at which time title passes to you. You will be responsible for the care of the goods once you have received delivery of them.

Cancellations and refunds

You have the statutory right to cancel your order. Should you decide to do so, and you have not already agreed an earlier delivery date with us, you must notify us no later than seven days after placing your order. This must be done in writing to Block Lighting, 49 Kempthorne Lane, Bath, BA2 5LY. Should you decide to cancel between seven and 14 days from the date of order then 50% of the value of your order will be charged for re-stocking and handling. Should you wish to cancel after 14 days of order you will still be liable to pay for the goods in total as per your invoice. Should the goods not fit into your chosen location, you will still be liable to pay for the goods in total as per your invoice.

Delivery times

As a general rule you should allow approximately 4-6 weeks (unless otherwise informed) from the date you placed and paid for your order to receive your finished block. We try to ensure that your block reaches you in the quickest possible time. However, you should bear in mind when ordering, that all times quoted are approximate and may be in excess of that which we estimated. Please note that we can never sell you your block with a guaranteed delivery date and accept no responsibility for any loss you may suffer as a result of receiving your order late. Please leave yourself extra time to allow for unforeseen delays. Order or delivery dates are not of any contractual effect upon Block Lighting.

Delivery to UK mainland

Delivery is chargeable at the rate informed to you at time of order. Our delivery rates cover a one man delivery up to the ground floor with additional charges per floor. Please arrange for someone to help you on delivery if necessary - If access is unusual or varies to the information supplied by the purchaser, additional charges may be chargeable.

It is our aim to deliver goods to you as quickly as possible. If you are unable to take delivery when our drivers are in your area then there may be a delay of up to four weeks.

N.B. Deliveries are normally carried out Monday to Friday 9 am to 6 pm. Deliveries outside these hours are possible, but may incur an extra charge. Deliveries may be cancelled without prior notice. Block Lighting does not accept responsibility for any consequential loss you may suffer as a result of receiving your order late. Orders or delivery dates are not of any contractual effect on Block Lighting.

Storage

We will store your purchases free of charge, for up to 14 days from the date after which we inform you that your goods are ready for collection or delivery. After this time, we charge £15 per week per block. Any storage charges incurred must be paid for in full prior to delivery.

Guarantees

Where applicable our order form or invoice forms your guarantee unless otherwise excluded as detailed in the comments on your order form invoice. You should retain your order form or invoice as it must be produced in the event of a claim. We will replace or where appropriate repair any goods that fail within 12 months of delivery by reason of faulty materials or workmanship, provided that you notify us within a reasonable period of the failure.

Please note that we will charge you our reasonable expenses incurred in dealing with unfounded claims made. In all cases, remedies offered by us shall not affect your statutory rights or our statutory responsibilities. We will not pay for fair wear and tear or damage cause by negligence or improper use or damage that occurs as the result of repairs or alterations made without our approval. We will not pay for damage relating to your business. This guarantee applies to new blocks only. There is no extra charge for this guarantee.

Complaints

Where you have a complaint, please email us enclosing photographs in order for us to get as much information as possible. Please allow up to seven days for us to contact you. All items will be inspected by our workshop or original supplier before considering any remedy.

Colour variation

Photos and samples shown on the website are representative of the finished products. Whilst every effort will be made to match the colours and finishes, goods are supplied on the understanding that there may be slight variations. We cannot guarantee an exact colour match from one order to another as batches of oak will vary from batch to batch.

Measurements

Our blocks are hand built and every piece is unique. All measurements (which are in metric) are approximate.

General notes

We reserve the right to amend the specification of our products or to discontinue products without prior notice. The prices advertised on this website are exclusive to internet customers. We do not guarantee that our website will be compatible with all hardware and software which may be used by visitors to the site. If you experience any difficulty using our website, please email us at sales@blocklights.co.uk. Each of these terms herewith is severable. This means that if one term is not considered to be legally enforceable, that will not necessarily mean that the other terms are not enforceable