

TERMS & CONDITIONS

Our terms and conditions comply with UK legislation and are designed to ensure that our customers can shop easily and with confidence with www.4ourhouse.co.uk. Please read them carefully and print a copy for reference at the time you make an order.

We reserve the right to change these terms and conditions at any time and without notice. Any such changes will take effect when posted on the website and it is your responsibility to read these terms each time you place an order. By placing an order you are indicating your acceptance to be bound by the latest terms and conditions. A full copy of the current terms and conditions are also available by applying in writing.

Manufacturer's names and numbers are used for reference purposes only. We offer original and/or generic alternatives which are highlighted accordingly.

These terms and conditions only cover www.4ourhouse.co.uk. Any other web sites to which you link from this site are governed by their own terms and conditions. We accept no responsibility or liability for the content of the websites which are not under our control.

These terms and conditions do not affect your legal rights. We are required by law to tell you that sales can be concluded in English only and that we do not file copies of customer contracts.

www.4ourhouse.co.uk is a division of Connect Distribution Services Limited, Connect House, Talbot Way, Small Heath, Birmingham, West Midlands B10 0HJ, registered in England, No. 3004798.

SITE USE POLICY

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You agree not to adapt, alter or create any derivative work from any material on this site, or to restrict or inhibit the use or enjoyment of this site by anyone else.

It is not permitted to create any link to or from this website without prior written consent.

By using this website you agree not to intentionally misuse it. This website may contain hyper-links to other websites completely unrelated to us; we are not responsible for the content or practices of such websites. Service on this website may be interrupted occasionally and errors may occur. Use of this website is governed by English law and you submit to the exclusive jurisdiction of the courts in England .

Errors & Omissions

We try very hard to ensure that all information on this site is accurate. However, just occasionally, an error can occur. If we discover an error in the price or description of a product you have ordered, we will tell you and ask you whether you wish to continue with your order or cancel it.

Authorisation of use

Any person is authorised to view the information, images or texts and all other content posted on the web site. www.4ourhouse.co.uk may modify the terms and conditions of use at any time, without prior notice and such modifications shall become effective upon posting on the web site. www.4ourhouse.co.uk reserves the right to restrict access to its web site and the content within. All users are responsible to review regularly the contents of the terms and conditions found on the web site.

Promotional codes: Only One discount can be used per order.

Age requirements

It is illegal to sell 'age restricted' products to people under the required age. We offer several 'age restricted' products on this website, including knives and solvents. By ordering these products you confirm you (and, if different, the recipient of the product) are of the required age. All 'age restricted' products on this website can only be purchased by, and for, individuals aged 18 and over.

Privacy statement

www.4ourhouse.co.uk recognises the importance of protecting the privacy of all information provided by users of our web sites and all of our customers.

Your Personal information may be disclosed to other businesses within CDSL and to reputable third party contractors engaged by CDSL to perform a variety of functions such as processing your Orders, assisting with promotions or providing technical services for our websites. We require all such third parties to treat your Personal Information as fully confidential and to fully comply with all applicable UK Data Protection and consumer legislation from time to time in place.

Other websites

This privacy policy only covers this website. Any other websites which may be linked to by our website are subject to their own policy, which may differ from ours.

RETURNS POLICY

Returns & refunds

There may be occasions where you feel it necessary to return an item. We aim to keep the process as simple as possible by asking for your invoice number and postcode.

DUE TO THE AUTOMATED PROCESSES WE HAVE AT OUR CENTRAL DISTRIBUTION CENTRE WE REGRET WE CANNOT ACCEPT RETURNS UNLESS THEY HAVE OUR AUTHORISATION CODE FOR RETURNS DISPLAYED ON OUTER PACKAGING FOR RECOGNITION AND PROCESSING PURPOSES.

Unwanted Goods, or Items you have Ordered in Error

We hope you will be delighted with our product and service, but should you change your mind or have selected a wrong item in error and wish to return product(s) to us. You should inform us of your decision within 14 days from the date on which you received the item(s). We will allocate an Authorisation Code, then issue a Returns Pack containing a Prepaid Returns Label and all details on how to return the item(s). This will ensure the safe arrival and identification of the goods at our Receiving Department. For Quality Reasons we have to inspect the items you have returned, not least to ensure they have been restored to us in full and good order. Upon completing a satisfactory validation of the goods returned, we will refund you any money paid for the product, less the return carriage fee, which will normally equate to the outbound carriage charge. We will normally process your refund within 10 working days of our receiving your return. Refunds are made using the same form of payment as used to make the original transaction.

We ask you to ensure your unwanted product is complete, unused and in 'as new' condition (e.g., if you have opened the box to examine the product you must have done so without damaging or marking the product or packaging in any way). It should be returned with the original box, packing and accessories. Pre-recorded videotapes, DVDs, CDs, Minidiscs and other software must be sealed. Any 'Free Gifts' received with the product must also be returned.

In the unlikely event of there being any problems concerning the goods restored to us or the processing of a refund we will contact you by the fastest possible means.

We cannot cancel your purchase when:

- * There is a contract for services with the product and you have started using the services (this would include, e.g., a mobile phone subscription, but not an extended warranty service agreement);
- * The seal has been broken
- * The goods were a special order to your specification.

Faulty goods:

The following are guidelines. Wherever possible we will respond to your individual circumstances. If there is a fault with your product within 12 months of delivery (or other defect with your order), we will normally offer a replacement or repair.

We will always offer you the choice of a replacement or refund if the fault occurs within 28 days of delivery.

We will allocate an Authorisation Code, then issue a Returns Pack containing a Prepaid Returns Label and all details on how to return the item(s). This will ensure the safe arrival and identification of your return at our Receiving Department. For Quality Reasons we have to inspect the items you have returned. Then, subject to satisfactory inspection and test of the goods by our inspectors we will process a refund, replacement or repair for you, whichever is appropriate.

PLEASE BE SURE TO ENTER BRIEF DETAILS OF THE FAULT WITH YOUR PRODUCT IN THE COMMENTS BOX.

Please ensure that your product(s) are accompanied by the original delivery note. To qualify for a refund or replacement the product must be:-

- * In otherwise “as new“ condition
- * Complete with any accessories and free gifts offered with it (and, if possible, the original box and packaging)

This guarantee does not cover faults caused by accident, neglect, misuse or normal wear and tear, for consumable items (e.g. batteries, camera films, ink cartridges etc) the guarantee period is three months from delivery. Spares that have to be fitted internally are also guaranteed for three months, provided they have been fitted by a suitably qualified and competent person.

If a pre-recorded videotape, DVD, CD, Minidisk or other software is faulty under guarantee we will happily exchange it for the same title or refund your money.

Items Received Damaged:

We and our carriers take the greatest possible care to see that your order is delivered in pristine condition. However in the unlikely event that you take delivery of a parcel which shows signs of damage. Please, where a signature is required, sign that the parcel IS DAMAGED, then please report the damage WITHIN 3 WORKING DAYS via this web site or by calling our Customer Service Department.

We will then allocate an Authorisation Code, then issue a Returns Pack containing a Prepaid Returns Label and all details on how to return the item(s). Then; subject to satisfactory inspection and test of the goods by our inspectors we will process a full refund. Please ensure that your product(s) are accompanied by the original delivery note.

You may wish to order your replacement item on line, or by calling our Sales Team.

Correct Product Ordered Wrong Item Supplied:

Our Quality System ensures we check that items sent out match the order placed. However, errors can sometimes occur.

We apologise if we have mistakenly sent you a product which does not match the details on your agreed order. You must inform us within 5 working days of receiving the product, and we will send you a returns pack to enable you to return the item(s) to us.

Please help us to take corrective action by selecting one of the following reasons to insert in the comment box.

1. The item supplied does not match the item described on the Invoice.
2. The Product Supplied does not match the details shown on the Web Site.
3. The Part Supplied does not fit the Model I ordered the item for.
4. I ordered this part on the telephone and it seems my requirements were misunderstood.

PLEASE BE SURE TO ENTER BRIEF DETAILS FROM THE REASONS ABOVE IN THE COMMENTS BOX.