

PRICE

All prices displayed on the website include VAT. We aim to ensure that the pricing of goods on the Website is correct at all times but there may be times when the Website does not accurately reflect the correct details at the time you place your order. Prices will only be actually confirmed when your order is accepted by us sending the Order Acknowledgement and we reserve the right to alter prices without notice at any time prior to dispatch.

PAYMENT

Payment in full is required prior to goods being dispatched. We require a deposit of 50% as confirmation of your order, with the balance being due prior to dispatch. We will request the final payment when contacting you to agree the delivery date.

We accept Mastercard and Visa credit and debit cards, direct bank transfer and cheques. With regard to bank transfers and cheques, we will dispatch your order after the funds have cleared in our account.

OUR CONTRACT

After placing an order you will receive an email order acknowledging that we have received your order, which sets out the items you have ordered, the cost (including VAT) and delivery charges.

The order acknowledgment email requests that you pay a 50% deposit.

This email of the Order Acknowledgement represents an acceptance of the order you made and only when this email has been sent and your payment received and processed is the contract between us formed. That contract incorporates these Terms and Conditions.

DELIVERY

1. We aim to dispatch all orders within 10 - 14 working days from payment but not later than 30 days.
2. Please ensure that the dimensions will not cause difficulty in fitting through doorways, staircases or awkward or restrictive spaces. We cannot take any responsibility in this regard. It is also your responsibility to ensure your order can be delivered to the delivery address and that there is safe and reasonable access from the public highway. You are required to provide, in advance, any necessary parking permits to allow delivery to be carried out.
3. We currently only deliver to the United Kingdom (Including Northern Ireland, Isle of Man, Isle of Wight, Channel Islands) unless special arrangements have been made
4. Once the item(s) are ready for dispatch – we will contact you to arrange a suitable day and time for delivery.
5. Orders will be sent by TNT. They will need a signature at your end and you will need to sign that you have checked the goods for damage prior to signing.
6. We will, wherever possible, advise you of any anticipated delay when you place your order, however, we cannot, accept liability for any loss or inconvenience that may result from any delay.
7. Delivery will be on a specified day between 9:00am and 5:30pm, Monday-Friday. For deliveries outside these times, please contact us.

COLLECTIONS

If you prefer to collect your item personally then please let us know when you place your order and we can agree a convenient time for you to collect from our factory.

CANCELLATION AND RETURNS

We understand that, with online purchases, you may sometimes want to cancel a Contract because the product is not suitable and you may do so at any time up to seven days after the day you receive the goods, without having to give any explanation provided that the goods are of a standard type and have not been made or adapted to your specifications in any way. Please note that any goods which have been personalised to your specification cannot be cancelled.

To cancel the Contract, you must inform us in writing by sending an email to us within 7 days, stating your order number. You must return the goods to us in the same condition you received them and at your own cost.

We will arrange to refund you the cost of the goods as quickly as possible but reserve the right to check their condition after receipt and to deduct any costs for damages accordingly. Once we have examined the goods returned, and provided they are in good and saleable condition, we will issue a refund as stated above.

We reserve the right to reject any goods which have been damaged whilst in your care or, alternatively, to deduct a percentage of your refund to reflect the degree of damage. This is at our sole discretion. Unfortunately, we are unable to refund the cost of dispatch or returns.

This does not affect your statutory rights.

FAULTY GOODS

If you feel a product is faulty in some way, you have the right to return it to us, provided you advise us within 7 days of receipt. You must inform us in writing at info@paintedwallpanelling.com stating your order reference number. You must return the item to the address given above.

Goods which prove to be defective will entitle you to an automatic refund. We will usually process the refund due to you as soon as possible and, in any case, within 30 days after we confirm to you via email that you are entitled to a refund.

When returning a product, please note that the parcel and the cost of return is your responsibility until it reaches us in the same condition as it was sent. These provisions do not affect your statutory rights.

LIMITATION OF LIABILITY

We will only be responsible for any loss you suffer as a result of us breaching these terms and conditions and/or any Contract and our liability will be limited to the cost of any item purchased. We will not be responsible for any indirect or consequential loss (including loss of profits, revenue, contracts, anticipated savings, data, goodwill or wasted expenditure).