

## TERMS & CONDITIONS

By purchasing from GW Interiors (South Wales) Ltd., You agree to these terms of use. GW Interiors (South Wales) Ltd. reserves the right, at any time, to modify, alter, or update these terms of use, and you agree to be bound by such modifications, alterations or updates on subsequent visits. Our 7 day money back guarantee should be read in conjunction with these terms. In the event that there is a conflict between the guarantee and the terms as set out here, the guarantee shall be deemed to overrule the terms.

### RETURNS POLICY

The Consumer Protection (Distance Selling) Regulations 2000/ Returns since 31st October 2000 U.K. Consumers now have the right to cancel their order within a 'cooling off period' which lasts 7 days from taking delivery.

You have 7 days from the date of delivery and we will be happy to either:

- Exchange
- Give credit against an item of higher value
- Refund (However we will have to subtract the cost of returning the item to us (unless returned under your own expense) and may charge a 20% restocking fee from the cost of the order value (The restocking fee has to be charged on all bespoke items, e.g. Whirlpool baths)

This 7 day guarantee is in addition to any manufacturer's guarantee that exists on the products purchased.

This does not affect your statutory rights.

To qualify for this guarantee you must return the goods unused, in a re-saleable condition, in original undamaged packaging and with the original delivery note.

Please return them securely to:

**GW Interiors**  
**Unit 17, Taff Business Centre,**  
**Treforest Industrial Estate,**  
**CF37 5UA**

We advise you to take out insurance for the returning of items, as those not received in re-saleable condition will not be accepted, and we will not be held responsible for.

Damaged goods must be notified to us within 2 days of delivery to report any damages; these products are not covered by this guarantee.

### TO ARRANGE RETURN OF GOODS

If you wish to return goods you will need to inform us. You can do this by:

**Telephone:** 01443 842440  
**Fax:** 01443 842449  
**Email:** [info@gwinteriors.co.uk](mailto:info@gwinteriors.co.uk)

You will need to include the order number, your full name and your address in all correspondence. Goods are to be sent back with all original paperwork.

### DAMAGES

For all deliveries, you agree to check the goods for damage before signing the driver's delivery note. If you sign for the goods, even if you write the words "Unchecked" or similar on the delivery note, then

you are accepting that the goods arrived in good condition and later claims for damages will not be considered.

*If the driver refuses to wait while you check the goods you must refuse to accept the delivery and email [info@gwinteriors.co.uk](mailto:info@gwinteriors.co.uk) with the details or call as soon as possible 01443 842440.*

If someone else is signing for the goods on your behalf you agree to advise them that the goods must be checked and you accept full responsibility for any loss or damage if they sign on your behalf and fail to check.

If any goods arrive in a damaged condition, please consult the driver on how to sign for the goods as damaged, and notify us within 48 hours.

### DELIVERY OF GOODS

Delivery dates are approximate and no liability whatsoever is accepted in respect of late deliveries. *Do not arrange for a plumber / fitter to install the items until after they have been delivered and checked for damage.*

If for any reason expected delivery will exceed 30 days from the date of receipt of order the customer will be informed and given the opportunity to cancel the order.

In certain circumstances where large bulky items are being ordered for delivery to very remote locations (such as Scottish Islands) there may be an additional carriage charge. If your order falls into this category then you will be notified of the extra cost and given the option of accepting the extra charge or cancelling your order.

The delivery will be made by a single driver, so if the items you have ordered are heavy please ensure that an able bodied person is available to assist the driver with the carrying. For Health and Safety reasons the driver cannot carry heavy items on his own. Please note that some of the couriers we use do not insure their drivers to enter your property - this is outside of our control and GW Interiors cannot be held responsible for inconvenience caused by the delivery process.

Without prejudice to the statutory rights afforded to consumers under English law, GW Interiors (South Wales) Ltd. accepts no liability for any failure to ship products where this results from its inability to do so resulting from acts of god, civil commotion, riots, flood, drought, fire, legislation or other factors out of its control, or its decision on reasonable grounds to do for reasons of suspicion of credit card fraud or similar, provided that it takes all reasonable steps to notify you within fourteen (14) days of order placement that products will not be shipped as ordered.

In such cases GW Interiors (South Wales) Ltd. will not process any payment or will immediately refund any payment made, in full. It is your responsibility to ensure that you order from GW Interiors (South Wales) Ltd. with sufficient lead time to prevent any loss or disappointment resulting from such non-shipment.

Unit 17, Taff Business Centre, Treforest CF37 5UA

Tel (Showroom): 01443 842446 | Fax: 01443 842449 | E-mail: [info@gwinteriors.co.uk](mailto:info@gwinteriors.co.uk)  
[www.gwinteriors.co.uk](http://www.gwinteriors.co.uk)