



Dayclear Lighting Online

96 Station Rd, Langley Mill, Nottingham NG16 4BP

01773 763787

orders@dayclearonline.co.uk

www.dayclearonline.co.uk

TERMS AND CONDITIONS

- PLEASE READ CAREFULLY BEFORE PURCHASING

These are the Dayclear Lighting Online Terms and conditions of Sale to which all online purchases are subject. By using this site you agree to be bound by these terms and conditions. These terms and conditions do not affect your statutory rights.

The Contract

Contract for the sale of any goods shall exist between you and Dayclear Lighting Online as soon as payment in full has been made and you receive a confirmation email from us and this email amounts to an acceptance by Dayclear Lighting Online of your offer to purchase goods from us. Any email, order confirmation or other electronic acknowledgement by us of receipt of an order does not constitute legal acceptance by Dayclear Lighting Online of your order. In the event that there are any errors regarding price or description, we reserve the right to notify you as soon as possible and give you the option to proceed with this revised order at the correct price/description, or to cancel the order. In these circumstances, upon cancellation, your credit/debit card will be refunded in full.

Price information

All offers are subject to availability and while they are in stock. All prices are shown in pounds sterling and include vat. If an administrative error has resulted in an incorrect price being displayed, we reserve the right to correct that price and notify you accordingly. In these circumstances, it will be deemed that a contract has not been entered into and you will not be bound to continue with your purchase. You will be asked to email us that you wish to continue with your purchase at the correct price, however if you choose not to do so, your monies will be refunded to your credit/debit card in full. The repayment of such monies will be full extent of our liability to you in the event of pricing errors.

Ordering goods

Dayclear Lighting Online can only accept orders from holders of credit or debit cards registered to addresses in the uk and originating from and for delivery to those addresses. Also the holders must be a minimum of 18 years of age. Dayclear Lighting Online will confirm receipt of your order by sending an email to you, using the address you supplied when registering with our website. This email is only an acknowledgement and does not constitute legal acceptance by us of your order. No contract will exist until payment has been received

in full. This will be deemed to be our acceptance of your order and for that acceptance to have been effectively communicated to you. The only language in which the contract can be concluded is English.

Payment

We accept payment by most credit or debit cards registered to addresses in the uk. Please ensure that the expiry date of your credit/debit cards is after the anticipated dispatch date of your order. Payment will be debited from your account just before the despatch of your goods, and if your payment card has expired then we will be unable to take payment and fulfil your order.

Validation Checks

All credit and debit card holders are subject to validation checks and authorisation by the card issuer. If the issuer of your payment card refuses to authorise payment to us, we will not be liable for any delay or non-delivery.

Complaints and queries

If you are not happy with any aspect of our online service, discover a fault with our website or if you have any queries or comments relating to an order placed online, please either telephone us on 01773 763787, email us at Dayclear Lighting Online (sales@dayclearonline.co.uk) or write to us at Dayclear Lighting Online, 96 Station Rd, Langley Mill, Nottingham NG16 4BP, and we will do every thing possible to put things right as soon as possible.

Colours and specifications

Representations of colour online are as accurate as photographic and electronic processes will allow but the colours can be affected by the calibration of different output devices, monitors and screens.

Returns Policy

If you need to return your order, you must in the first instance contact us by email or by completing the online return products cancellation form. A telephone call alone is not sufficient. You have the right to return any unwanted goods up to 14 days from the delivery date. We accept unused, unfitted boxed returns for a refund or exchange providing we are notified in 14 days of you receiving the goods. Goods must be in their original packaging and in a resale able condition. Goods that are not in the original product box will be classed as un-resell able and no refund will be given. The goods must be

in the same condition as when they were delivered. Please put inside the box a copy of the invoice and cancellation form explaining your reasons for returning the goods along with your details and confirmation that authorisation has been given. Please note that we will not accept goods back for any refund or exchange if we are notified after the 14 day period from the date of receiving the goods. The customer is responsible for paying all postage / shipping costs incurred when returning the products unless we state otherwise in writing. The cost of the return carriage to be incurred by the customer. We will only accept goods that are authorised by the sales team.

The address for the returns is,
Dayclear Lighting Online
96 Station Rd, Langley Mill, Nottingham NG16 4BP

Faulty or damaged goods

Upon receipt of delivery, please inspect the goods and report any faults or damages to us immediately via email, attaching the online return products cancellation form. A phone call alone is not sufficient. A photograph of any damage would be beneficial. Please do not return any faulty or damaged goods without authorisation from our sales team. If you are advised to return the goods, please use the original packaging along with an extra outer box and additional packaging to ensure that no further damage occurs during the return process. We cannot be held responsible for any further damage resulting from inadequate packaging. Goods that are not in the original product box will be classed as un-resell able and no refund will be given. Please put inside the box a copy of the invoice and a copy of the cancellation form explaining your reasons for returning the goods along with your details and confirmation that authorisation has been given. Dayclear Lighting Online will offer an option of replacing damaged goods, sending a spare part or refund, so long as a receipt or proof of purchase is available. However, faulty or damaged goods must be returned to Dayclear Lighting Online for inspection before any replacement or refund can take place. If we cannot validate the fault ourselves, then the goods will be returned to the manufacturer who will determine through their own tests and inspections, how the fault occurred and if the fault is due to a manufacturing fault. If it is proved to be a manufacturing fault then a full refund, exchange or replacement will be offered. Please note that we will refund any delivery charge you've paid when the product is found to be faulty, damaged or incorrect due to Dayclear Lighting Online, but not otherwise.

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Changes to this policy

We have the discretion to update this policy at any time. We encourage our customers to check this page for any changes and to stay informed about

our terms and conditions. We ask you to acknowledge and agree that it is your responsibility to review these terms and conditions periodically and to stay aware of any changes.

Private Policy

At Dayclear Lighting Online we respect your privacy and we are committed to keeping it. We collect and process personal information (including names, addresses and payment details) to enable us to process and deliver orders. We take this data collection very seriously and make sure that all your personal data is kept safe and secure. We do not engage with any other outside agencies.

Warranties

Manufacturers warranties vary from 1 to 5 years, therefore please contact the sales team with the relevant product code to get the necessary information. At Dayclear Lighting Online, we always recommend that you use a fully qualified electrician to install your light fittings. Dayclear Lighting Online does not cover your electrical costs for faulty goods or goods that for some reason are delayed, so please do not book your electrician until you have received your goods and checked they are suitable and not damaged.

Deliveries

Deliveries may in some cases arrive from more than one source. If this is the case we will contact you as soon as possible to let you know. A delivery will be deemed to have taken place when the goods have been delivered to the destination stated on the order and a signature by yourself or on behalf of you has been received in respect of the goods.

Disclaimer

We do not control, endorse or take responsibility for any user or third party content available on or linked to, by our service. You assume the whole risk as to your use of our service. You assume the entire risk to the quality and performance of our service.

Invalidity

If any of the conditions in these paragraphs is found to be unenforceable, it will not affect any other parts of the conditions.

Cancellations

We may end the contract if you break it. we may end the contract for any product at any time you writing or emailing you if:

You do not make a payment to us when it is due and you still don't make a payment within 14 days of us notifying you that payment is due.

You do not, within a reasonable time of us asking for it, allow us to deliver the products to you or you to collect the goods from the store.

You do not within a reasonable time, allow us access to your premises to supply the goods/services.

WEEE Regulations

You agree that in accordance with the Waste Electrical and Electronic Equipment Regulations

2006, any products you purchase from us will be your responsibility to dispose of in an environmentally sound way. You agree to indemnify us against any and all claims, losses, liabilities, costs and expenses incurred by us in complying with these regulations in respect of the goods you have ordered.

We are obliged by the regulations to offer our customers free return of their WEEE products on a like to like basis when you purchase new products from us.

Governing Law

The contract between us shall be governed by and interpreted with English Law, and the English courts shall have jurisdiction to resolve any disputes between us.