

MiniLine Ltd T/A MiniLine Lights
IMPORTANT INFORMATION AND TERMS & CONDITIONS OF SALE
(ONLINE SALES DIRECT TO CONSUMERS)

Last revised on 27/04/08

PLEASE READ THESE CAREFULLY

These terms and conditions apply to the purchase by you of products included in your shopping basket and described on the minilinelights.co.uk website. They explain the purchase process including payment and delivery, as well as important rights and obligations which apply to you the purchase. By purchasing goods from us you agree to be bound by these terms and conditions. Your statutory rights as a consumer are not affected. (If you are purchasing on behalf of a business, different terms and conditions apply, which are available on request.)

The minilinelights.co.uk website is operated by MiniLine Ltd ("we", "us", "MiniLine"), a limited company registered in England under no. 4097412 and VAT-registered under no. 864 3695 85. You can contact us at any time by TEL 07748961761 or EMAIL info@miniline.co.uk

PRICES

Prices are valid for purchases by residents of the UK, where the delivery is to be made to UK only.

All prices shown on the website are inclusive of VAT at 17.5%, unless otherwise clearly stated. Due to technical reasons the shopping cart does not show this as a separate item. If you require a VAT-separated receipt, please contact us (quoting your order ID or e-mail address after completing checkout).

Prices shown on the website are valid at the time of displaying, and are subject to change without prior notice.

Errors and omissions excepted.

AVAILABILITY

Products displayed on the website are available for delivery within 28 days or less. Usually deliveries will take place within 5 days of receipt of order.

Occasionally products may be discontinued by manufacturers or for other reasons beyond our control, in which case we will notify you as soon as this is made known to us. We are only obligated to deliver products which we have confirmed to you by written order confirmation (see below).

For discontinued, end-of-line, and similar items, we may not be able to provide a replacement in case of a fault or damage.

DELIVERY

Delivery costs are £4.95 for UK mainland addresses (£6.95 for Northern Ireland, Scottish Highlands & Islands, Channel Islands), irrespective of the size or value of your order, and apply to every individual purchase from us. For example, if you purchase two products at the same time, you only pay one delivery charge; however, if you purchase one item, and after completing the transaction purchase another item, you will be charged two delivery costs.

Depending on the size, weight and value of the order deliveries are with our choice of Royal Mail or courier.

We aim to deliver most items within 5 working days, but please allow 28 days for delivery. If an item is out of stock for longer than this we will notify you.

Delivery is to the address you have registered with PayPal (see below), unless otherwise agreed with us prior to purchasing.

PAYMENT

Upfront payment in full of all charges including delivery is due at the point of purchase and before any products are delivered.

Payment is by PayPal only (although we may accept other methods of payment at our discretion, by prior agreement only).

PayPal is a secure and widely used online payment mechanism. If you do not yet have a PayPal account, you will be given clear instructions on how to set up one when you come to pay for your order. PayPal allows you to fund your purchase by any major credit or debit card, or by transfer from your bank account, securely and without disclosing your card/account details to us. Using PayPal to pay for your purchase does not incur any costs to you.

ENTERING INTO CONTRACT

The contract for sale is entered into when we provide you with a written order confirmation by e-mail to the address you provided. We aim to confirm orders within two working days, but please allow five working days. Orders which are not confirmed are not binding on either party.

In the event that a product is not available, and cannot reasonably be expected to be so within 28 days, you will receive notification of this instead of an order confirmation within five working days. In such cases you will be offered a full refund (or, at your discretion, the option of substituting an alternative item).

YOUR RIGHT TO RETURN: UNWANTED ITEMS

If for any reason you are not delighted with your goods and would like to return them please contact us within 7 working days. Items must be returned in their original condition and with the original packaging. We cannot refund or exchange goods that have been assembled or used. Please obtain proof of posting when returning goods, as claims for lost returns parcels without proof of posting will not be accepted. We are unable to refund the cost of postage, with the exception of faulty goods. We will process returns as fast as possible, however please allow up to 28 days.

You are responsible for the safety of the products while they are in your possession or in transit en-route to us, until we have received and inspected them. You may wish to insure the goods for the return transit, as no insurance for this purpose is provided by us.

YOUR RIGHT TO RETURN: DAMAGED ITEMS

If the goods arrive to you damaged, you must notify us as soon as possible, and in any case within seven (7) days.

We may require at our discretion the return of damaged items for inspection purposes, in which case we will reimburse your shipping costs (but only if authorised by us prior to returning). We will provide a replacement or refund as soon possible at the latest within 28 days.

WARRANTY (ITEMS WHICH DEVELOP A FAULT AFTER SEVEN DAYS)

All products are covered by fully manufacturers warranty. If a product develops a fault after the initial seven days and within 6 months of purchase, you must contact us as soon as possible, when you will be offered a replacement, repair or refund (at our discretion).

IF YOU WISH TO CANCEL YOUR PURCHASE OR MAKE A CLAIM UNDER WARRANTY, PLEASE CONTACT US FIRST TO DISCUSS THE MATTER, SO THAT WE CAN EXPLAIN THE OPTIONS AVAILABLE TO YOU AND SEEK TO RESOLVE THE MATTER TO MUTUAL SATISFACTION.