



# CEDRIC HALL

## Wrought Iron Gates & Railings

Victorian lighting, letterboxes, garden furniture

### **RETURNS POLICY**

At Cedric Hall Wrought Iron Gates and Railings we respect your right to return a product and aim to comply with the latest returns' legislation in the United Kingdom. This policy explains the returns procedure for physical and digital products relating to website visitors at [www.cedrichall.com](http://www.cedrichall.com).

If you require further information please email us at: [cedrichallsgates@hotmail.co.uk](mailto:cedrichallsgates@hotmail.co.uk), or by writing to: 52 Abbey Road, Killycramph, Lisnaskea, County Fermanagh, BT920NF. Alternatively, you can telephone: 02889531643.

Please note that this policy may be altered in the future. It was last updated on July 2022.

### **PHYSICAL PRODUCTS**

#### **What is a physical product?**

A physical product is merchandise, apparel, and other physical goods, where a consumer can hold in their hand and analyse up close. They can view pictures of the product online, visit the showroom or the store to look at the product.

#### **Shipping of physical products**

Due to the unique size, weight and fragility of most of our physical products, we currently do not provide postage or shipping of the physical products available on our website –

unless this is a specialist iron work product that requires installation. This is agreed upon ordering.

All products must be collected onsite at our showroom. This must be collected by the purchaser and is essential that your receipt of purchase is brought to collection.

If you require the physical product to be transported to your destination, you will be responsible for arranging / paying for your own packaging, shipping costs, including the cost of any potential returning of your item. As soon as the product is transferred from our hands to the purchaser/delivery arrangement, will not stand over its condition, safety of transportation....etc. as all our products are inspected prior to collection.

### **Proof of purchase**

We ask that you provide proof that you have bought an item from [www.cedrichall.com](http://www.cedrichall.com). This should be a sales receipt or other evidence such as a bank statement.

### **Items returned by someone other than the buyer**

We will only accept returns from the person who bought the item, with their name on the proof of purchase, i.e. receipt.

### **Refunding physical products**

We do not sell goods on a trial basis and as such you are advised to check suitability and specification before purchasing.

When you have purchased a physical product online, you have 14 calendar days to return an item from the date you received it. To be eligible for a return, your item must be unused and in the same condition that you received it. There must be absolutely no damage, no wear/tear and no patchwork! Your item must be in the original packaging. Your item needs to have the receipt or proof of purchase.

Once we receive your item, we will inspect it and immediately notify you on the status of your refund after inspecting the item. This process normally takes place in front of you when you have brought your item back. If your return is approved, we will initiate a refund via the original method of payment. You will receive the credit within a certain amount of days, depending on your card issuer's policies.

No refund will be given where the customer:

- knew an item was faulty when they bought it,
- damaged an item by trying to repair it themselves or getting someone else to do it,
- no longer want an item (for example because it's the wrong size or colour) unless they bought it without seeing it – see above.

Please note that according to "The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013", no refund is given for personalised and custom-made products that has been ordered by you. This means that all specialist and bespoke alterations made to products for the customer or any manufactured iron work that has been ordered by you, will not be refunded, as this is specially manufactured to order for you. This includes face-to-face ordering, telephone ordering and online sales.

## **DIGITAL PRODUCTS**

### **What is a digital product?**

"Digital content means data which is produced and supplied in digital form. This includes anything you download or stream, including apps, software, ebooks, games or music including any content supplied on a physical medium, such as a CD or DVD" (Which, 2020).

### **Shipping of digital products**

Due to the nature of digital products, we do not provide postage, shipping or emailing of your digital products. When your digital product is purchased online, you should download it to your device, ensuring you have sufficient storage to download the content at the time of your purchase, and not afterward.

### **Refunding digital products**

We do not sell goods on a trial basis and as such you are advised to check suitability and specification before purchasing. You should check the version and format of the download before purchasing.

Unlike physical products, the reality of requesting a refunding for a digital product is that there is no way for the customer to truly return the purchased item. It remains in their possession indefinitely.

As soon as you start the download process, you lose your right to cancel, return or request a refund.

If the digital product you purchased is faulty, you may request a replacement. We will replace / resend a new digital copy within 30 days of our original confirmed communication.

### **Acceptance of these terms**

By purchasing from our website, you signify your acceptance of the terms of our Returns Policy. If you do not agree to the terms of our Returns Policy, please do not purchase from our website. Your continued use of our website following the posting of any changes to our Returns Policy will mean that you accept those changes.

Kind regards,

Victoria Hall

