



CEDRIC HALL

Wrought Iron Gates & Railings

Victorian lighting, letterboxes, garden furniture

GENERAL TERMS AND CONDITIONS

At Cedric Hall Wrought Iron Gates and Railings we respect your right to shop online. This policy explains the general terms and conditions for website visitors at www.cedrichall.com.

If you require further information please email us at: 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 July 2022.

Who we are

Company Name: Cedric Hall Wrought Iron Gates and Railings
Address: 52 Abbey Road, Killycramph, Lisnaskea, County Fermanagh, Northern Ireland, BT920NF
Telephone: 028 89531643 / +44 28 89531643
Email: cedrichallsgates@hotmail.co.uk

The definition of the seller means Cedric Hall Wrought Iron Gates and Railings, 52 Abbey Road, Killycramph, Lisnaskea, County Fermanagh, Northern Ireland, BT920NF and the company's website www.cedrichall.com.

The definition of customer means the person or company to whom this document and other policies is addressed to.

Terms of business

By entering this website, you agree to the terms of business stated here and in the other policies on www.cedrichall.com. The placement of an online order indicates your acceptance of these terms and conditions.

How to make a purchase

Browse through each of our collections and select the items you wish to purchase by adding them to your shopping cart. Once you have completed your selection click on "Checkout" and you will be asked for a few details that are required to process your order. We will contact you by telephone or email regarding any delays. We accept major credit and debit cards via our secure payment method called SumUp and PayPal.

Pricing

All prices shown are in pounds sterling. If a product is advertised at an incorrect price due to a typographical error or a supplier error, we reserve the right to refuse or cancel an order whether or not the order has been confirmed. In such a case we will make you aware of this and a full refund will be given, if required.

We, at Cedric Hall Wrought Iron Gates and Railings offer two tiers of pricing which now allows customers to purchase products in a variety of payment methods for their convenience. Prices quoted on this website are for internet sales and those made via card reader, which are $\approx 1.7\%$ higher than for payments made via cash or bank transfer. This percentage increase applies to all products and services at Cedric Hall Wrought Iron Gates and Railings. The percentage increase, or surcharge is due to processing fees charged by the card company in order to avail of their services to allow customers to pay via the website or card reader.

According to "The Consumer Rights Regulation 2012", from January 2018 [hidden] surcharges for payments are prohibited or limited, unless transparency is used. Section 11.2 outlines "the government considers that the payee/trader will, if it decides to make a surcharge, need to identify clearly the amount of the surcharge that the payee/trader proposed to impose."

Furthermore, section 13.3 states that “the government considers that, if a discounted price is offered for the use of any means of payment: that same level of discount must be offered in all situations where regulation 6A(1) applies, so that there is no surcharge; and the difference between that discounted price and a higher price charged in any situation where regulation 4 or 6A(2) applies must be no more than the cost the payee faces in processing the means of payment in that situation”.

We seek to adhere to government guidelines and therefore make our customers aware of the price differences available to them in the description section throughout the online store.

Returns policy

Please see our Returns Policy for more information.

Security and payments

All transactions which take place on our website are processed securely through SumUp and PayPal. All your payment details are held on SumUp’s and PayPal’s secure servers and so we have no access to any of your card or payment details.

All payments are to be made in pounds sterling and/or via the online method of SumUp or PayPal.

Privacy policy

Please see our Privacy Policy for more information.

Cancellations

Cedric Hall Wrought Iron Gates and Railings reserve the right to cancel an order at any time without reason.

If you wish to make a cancellation of an online order, you may do so within 14 calendar days of you receiving your product. See our Returns Policy for more information.

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.

Complaints

At Cedric Hall Wrought Iron Gates and Railings we strive to adhere to consistently high standards and offer an excellent service. If for whatever any reason you are dissatisfied with the service we have provided you, please let us know. We need to know if things do go wrong so we can rectify these going forward. As we are family owned business we are dedicated to customer service and take all complaints very seriously.

If you have any complaints or concerns you can contact us by email at: cedrichallsgates@hotmail.co.uk, or by telephone: 02889531643. Alternatively, you can write to us at: 52 Abbey Road, Killycramph, Lisnaskea, County Fermanagh, BT920NF.

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

