

Taylors Etc Terms and Conditions

The Company

We are Taylors Etc Design Ltd, a company registered in England and Wales under number 7023874. Our business is based in Wales and our head office is at Taylors Etc Design Ltd, 143 Colchester Avenue, Penylan, Cardiff, CF23 9AN and our VAT registration number is 977 5839 44.

This site has been produced for our United Kingdom customers and we do not sell to customers located overseas via this website. If you are located overseas and wish to place an order please contact us for further information.

Content

The contents of this site including product prices, delivery charges and product details are subject to change at any time without notice. We may also revise or update these terms and conditions without notice. Use of this site and purchases of products offered for sale on this site are subject to the terms and conditions posted on the site at the time of your visit.

Ordering

After selecting your products from the range available, you will proceed to the checkout area. You will be passed to a secure online payment authorisation service that will process your card details and obtain payment from your card provider.

Your order will be based upon our product prices and delivery charges in force at the time you submit your order. If the prices or charges are different from those published this will be brought to your attention before we accept your order and will give you the option to cancel your order before we accept it.

Please note acceptance of any order is at our discretion.

Payment

We accept the following cards on our website:

Visa Credit and Debit

Maestro

Solo

Mastercard

We will take payment from your card at the time you submit your order.

Pricing

The prices payable for the items we offer for sale are clearly displayed on this site in pounds sterling. Prices do not include the costs of delivery.

Delivery

You must make all arrangements necessary to take delivery of products when we deliver them in accordance with the stated delivery times for the delivery charge you have paid. If you do not accept delivery of the product or we are unable to deliver or are delayed in delivering products because of your actions or omissions then we may charge you and you will be liable to pay us for all costs we incur.

Late Delivery

1. Taylors Etc will not under any circumstances entertain any financial demands from the customer for late or incorrect delivery. We always recommend that you never book a tiler or other workmen until the goods have been delivered and inspected.
2. Online delivery times are given as a guideline and we will contact you with a delivery date.
3. Promises of dates for delivery are given conditionally upon being able to secure the necessary material and without responsibility for delays through risks of manufacture, strikes, accidents or other causes beyond our control.

Refunds & Returns

The following information is intended as a guideline. We will use our discretion with individual circumstances.

Please note the method of refund must be the same as the method of payment.

Samples Refunds & Returns

Returning samples – Not suitable

Cancellations

You have seven working days after receiving your goods to cancel your order.

1. Under the distance selling regulations, if you buy online or by phone, your consumer rights entitle you to a full refund if you request one within 7 working days of receipt. This includes any delivery charge. Simply let us know by e-mail or via phone within seven working days of receiving your goods. You do not have to give any reason for cancellation. However, a brief explanation will help us to improve the service we offer to customers in the future. If you cancel you must return the goods to us at your own expense.
2. If you cannot or will not return the cancelled goods to Taylors Etc store then we will arrange collection of the goods. You will then receive a full refund excluding the collection charge.
3. After seven days what you may view as a cancellation becomes a 'Return', please refer to the returns section.
4. This cancellation policy does not affect your legal rights.

Re-saleable Goods Refunds & Returns:

Undamaged stock items may be returned for a credit or refund if returned within 30 days from receipt of goods. Please note that packaging must be intact. All returns are subject to a handling charge of 25% and any carriage costs, plus any other additional costs incurred by Taylors Etc Design Ltd will be passed on to the customer. Unfortunately we are not able to accept any special order items. Only full boxes will be accepted.

Damaged/Incorrect Goods Refunds & Returns:

All goods must be checked by the customer on receipt of goods – this is imperative. No responsibility for damaged product, shortages or incorrect products can be accepted after 7 working days of receipt of goods.

1. Where you purchase goods from us that are defective we shall (at our option) repair or replace such goods or refund the price of such goods provided that (a) you give us notice within 7 days of the date of your acceptance of the goods and (b) provided that damage to the goods has not been caused by you. Our entire liability to you shall be limited to the price you paid for the goods and we shall not be responsible for any consequential or other financial loss that you may seek to claim for regarding the tiling job you are carrying out. All damaged goods will be replaced on standard delivery at our cost.

Shade Variation/Crazy

All stone and ceramic tiles are subject to shade variation and tiles from different boxes should be mixed prior to installation. Customers must order the correct quantity for their requirements, as the company cannot guarantee to match shades or batches of previous orders. No tiles are guaranteed against crazing, in fact in many ranges they are an intentional feature.

Description of Goods

All images, descriptive matter, specifications and advertising on our website are for the sole purpose of giving an approximate description of the goods. All specifications given to the customer are approximate and intended as a guide only. We always endeavour to ensure all product descriptions are correct but advise customers to seek technical advice from qualified sources prior to ordering products and any work to be carried out.

Ownership of Rights

All rights, including copyright, in this website are owned by or licensed to us. Any use of this website or its contents, including copying or storing it to them in whole or part, other than for your own personal, non-commercial use is prohibited without our permission. You may not modify, distribute or re-post something on this website for any purpose.

Data Protection

Taylors Etc Design Ltd is committed to protecting your privacy and fulfilling its obligations under UK Data Protection Laws.

Taylors Etc Design Ltd will use your personal information in order to inform you of its offers, news and new catalogues and for profiling your purchasing preferences and other marketing purposes. We may disclose your information to our service providers and agents for these purposes. We may keep your information for a reasonable period to contact you about our services in the future.

Taylors Etc Design Ltd may share your information with other Companies in our group and organisations who are our business partners. We or they may contact you by mail, telephone, SMS fax or e-mail to let you know about any goods, services or promotions which may be of interest to you.

The Data Protection Act puts obligations on users of personal information and detail principles for its use. There are eight principles in the Act that Taylors Etc Design Ltd is obliged to confirm to. The Act required Companies which process data to notify the information Commissioner describing the purposes for which they process personal information.

These principles for Data Processing are:

1. Personal data must be processed fairly and lawfully.
2. Personal data must be obtained only for specified and lawful purposes.
3. Personal data must be adequate, relevant and not excessive.
4. Personal data must be accurate and kept up to date.
5. Personal data must not be kept for longer than necessary.
6. Personal data must be processed in accordance with the rights of data subjects.
7. Measures against unauthorised or unlawfully processing of personal data.
8. Personal data must not be transferred to a Country or territory outside the EEA without adequate protection or explicit consent.