

**Terms and Conditions of Sale applying to Eyeart**

**Trading on the Internet web-site <http://www.eyear.co.uk/>**

**1. Address for all transactions with Eyeart**

**Registered Office.**

Unit 12,  
Phoenix Works,  
South Street,  
Horncastle,  
Lincs.  
LN9 6DT

Tel: +44 (0)1507 526000

e-Mail [sales@eyear.co.uk](mailto:sales@eyear.co.uk)

Other mobile telephone numbers may from time to time be given in brochures or on our web site as contact numbers, the telephone numbers given in this document apply to the **Registered Office of Eyeart.**

**2. The Contract.**

The contract between you the customer, and us, **Eyeart**, will not deem to be in force until such time as we confirm in writing, or by e-mail that we have accepted your order. The contract shall be in all accordance with all the laws and statutes in force in the United Kingdom and specifically the **Consumer Protection (Distance Selling) Regulations 2000 (SI 2000 No 2334)**. We give all our customers the right to cancel their order with us at any time up to seven working days after the day of receipt of the goods. Cancellation of the order outside that limit is at the discretion of **Eyeart**. Cancellation of your order must be in writing by post or e-mail.

**3. Ordering online.**

We accept orders on the following basis:-

- a. By Phoning +44(0)1507 526000 or Mobile 07885 264551.
- b. By filling in the online form and posting along with your cheque in GB Pounds Sterling for the total amount to the above address.
- c. By filling in our standard order form from our brochure and posting this to the address given in (1) above.
- d. By printing off the online order form, filling in all relevant details and faxing your order to us on +44(0)1507 526000.

Cheques must be made out to: **Interior Crafts** and posted to the following address:-

Unit 12,  
Phoenix Works,  
South Street,  
Horncastle,  
Lincs.  
LN9 6DT

4. **Delivery.**

Normally orders will be dispatched within 30 days of receipt of your instructions. Should unforeseen circumstances cause changes to this schedule; you will be notified at once by telephone or by e-mail suggesting an anticipated delivery date.

Where an order is required by a specific date you must inform us at the time of ordering, giving precise details and bringing to our attention any special instructions that are to be considered relating to delivery date and time arrangements.

5. **Order Cancellation.**

Should you not wish to keep the goods they should be returned to **Eyeart** as soon as possible following cancellation of your order and reimbursement will be made within 30 days. We would appreciate it if you could also supply the following details: why you wish to return the goods, the date purchased and the date of receipt of the goods. Unfortunately we may not be able to offer a refund for goods if reasonable care has not been taken with them. To cancel your order, telephone +44(0)1507 526000 during the hours GMT 09.00 and GMT 17.00 or e-mail through our web site.

6. **Complaints procedure.**

In the event that you should have just reason or cause for complaint in respect of any product or service offered by **Eyeart** on its website, you should immediately telephone +44(0)1507 526000 or e-mail or write to us at the address in (1) above at the very earliest opportunity. Your complaint will be dealt with within 3 working days of receipt and this will not affect your statutory rights. We further undertake to provide you with information as the complaint procedure is processed.

7. **Return of goods.**

Goods may be returned to:-

Unit 12,  
Phoenix Works,  
South Street,  
Horncastle,  
Lincs.  
LN9 6DT

up to seven days following the date of delivery, in accordance with the schedule Consumer Protection (Distance Selling) SI2000-2334 Items incorrectly supplied or faulty will be refunded in full.

If you are returning damaged goods, please make sure you also return the goods along with the original packaging materials.

**8. Return of personalised goods.**

**Personalised goods** and other goods that are not covered under the Consumer Protection (Distance Selling) SI2000-2334 regulations. We reserve the right not to refund returned personalised items and items that have been specially printed for your order.

**9. Pricing policy.**

The price shown on our web-site and in our brochure will remain valid for a minimum 30 days. However in the unlikely event that an order received is subject to a price change we will contact you to obtain your permission before proceeding with the contract.

**10. Data Protection** (What information do we keep and why).

During the course of the contract between us, for the purpose of fulfilling that contract, we keep the following information:-

Your name.  
Your Address.  
Your Telephone number.  
Your e-mail address.

We do not collect and store information for reasons beyond the immediate contract. We do not pass any information to third parties. You may at any time during the contract period ask to see the information we keep pertaining to you and we will repair any inconsistencies, errors, or omissions to that data. Following the contract, we destroy and do not hold on electronic data storage any information pertaining to the contract. Any further information is held only for the specific purposes of normal business practice. We will not contact you by e-mail unless it is for the direct purpose of or in relation to the contract.