

Terms and Conditions of Sales

All sales are subject to the following trading terms - these terms and conditions do not affect the consumers' statutory rights.

We guarantee that the goods that we supply will be to the correct specification as advertised however we are unable to guarantee precise compatibility or suitability. It is the responsibility of the customer to check this prior to ordering. We try to ensure that all information provided is as accurate as possible but we cannot be held responsible for any typographical errors in our advertising on our website.

We reserve the right to accept or reject any order for any reason whatsoever. No order will be considered binding unless and until it is accepted by us.

All prices quoted are in £ sterling.

Payment terms are cash, cheque (subject to guarantee/clearance),

Title of the goods remains with Georgina Pensri until payment has been made in full.

Delivery prices are quoted for UK mainland addresses only - certain areas of the Highlands and Northern Scotland may attract a surcharge. For delivery other than mainland UK please contact us for a quote.

We will give you an estimated date of despatch for your order. If these dates cannot be met for whatever reason we will try to keep you informed of any delays and when you can expect delivery. Whilst we make every effort to keep to stated delivery times, we cannot be held liable for any losses or costs incurred as a result of a failure to meet estimated delivery dates and times.

Any shortages or damage to your delivery must be advised to us within 7 days of delivery. Provided that this notice is given, we will collect, replace, repair or refund the goods free of charge.

All goods are offered subject to stocks and availability. If for any reason they are no longer available we will try to offer an alternative product, otherwise we reserve the right to cancel the contract and offer a refund.

Important - Distance Selling Regulations

Under The Consumer Protection (Distance Selling) Regulations 2000, you have the right to cancel a contract within seven days - starting from the day after you take delivery of the goods (a "cooling off" period). You have the right to cancel for any reason without penalty.

If you wish to cancel a contract, please write to us, fax us or e-mail clearly stating your full details, invoice number and cancellation instructions. To cancel the contract, you must give us notice within seven working days starting from the day after you take delivery of the order.

Once you have cancelled the contract, you have a legal "duty of care" to take good care of the goods. You must return the goods to us at your expense to the address below.

If it is more convenient, we can arrange collection by our couriers; any costs incurred will be deducted from your final refund. We will refund you the full amount paid for the goods, less any costs to collect the goods, within 30 days of receipt of the notice of cancellation.

Privacy Statement

We are committed to safeguarding the privacy of our customers - we will only use information that we have collected about you lawfully in accordance with the Data Protection Act 1998

The only information that we collect is necessary for the processing/verifying of your order and delivery of your goods - this includes name, address, phone and fax numbers, e-mail address.

We keep this information as up to date as possible - if you want to check any information that we hold, please contact us. If there are any errors, we will correct them as necessary.

We will not send you any unsolicited e-mails.

We will not give, sell or swap your details with any third party companies.