



# King's Chandelier Services Ltd



## Terms & Conditions and Returns Policy

1. King's Chandelier Services Ltd's Registered Office is situated at 202 Church Street Witham Essex CM8 2JJ. This address is to be used by for ALL correspondence. Telephone 01376515947 Fax 07092871162
2. We will endeavour to fulfil orders within FIVE working days (classed as Monday to Friday) of receipt of cleared payment. Any delay in dispatch will be notified to the customer via email Please note that this does NOT apply to orders for Chandeliers, Lanterns or Wall lights please see clause 9 or for Chandelier Cleaning or Restoration Services.
3. All orders will be dispatched using a trackable mail service unless advised otherwise via email. The tracking number will be available upon written request.
4. Lighting components - Orders are packed well however should there be a problem with your order please advise us immediately by email stating your full name, address and contact telephone number so that we may be able to resolve your issue as quickly as possible.
5. Chandelier Parts - Glass and Crystal - Whilst we describe these items as accurately as possible please note that these items are Original Parts and in some instances Very Old and therefore there may be some signs of age. Please bare this in mind when purchasing.
6. Chandelier Parts - Glass and Crystal - Our orders are well packaged and every effort is made to ensure that they are delivered in good condition, however please remember that these items may be excluded from Delivery Services Insurance.
7. Returns - To comply with Distance Selling Regulations returns are accepted under the following conditions:-
  - We are notified of the problem within SEVEN working days of the date of delivery by email or fax
  - The goods are returned by the same delivery service
  - Refunds will be issued on receipt of the goods, any orders lost in transit will be claimed for and so tracking numbers will be required.
  - Goods must be returned in the same condition as at dispatch, any damaged items will not be subject to refund.
  - Should goods have been damaged in transit to the client King's Chandelier Services Ltd will require the return of the original packaging together with a brief statement to facilitate a claim against the delivery company.
  - Postage will be refunded in event of faulty lighting components; in alternative situations a Postage Credit Note will be applied to your account for a future order
8. For orders manufactured to the customer's requirements including Chandelier parts specially blown and Chandeliers designed to customers specification will be EXCLUDED from the Returns Policy
9. Orders for Chandeliers, Wall Lights and Lanterns will be subject to personal liaison in respect of delivery dates
10. Delivery Charges - Delivery Charges quoted on the order form do NOT apply to the purchase of Chandeliers, Wall Lights and Lanterns. These delivery charges will be quoted to you on receipt of order, Chandeliers may be collected in person or delivered at a cost of £1.00 per mile round trip within the UK - couriers will NOT be used.
11. Delivery Charges - International customers must contact us prior to paying for their order to allow for international postage charges to be applied.
12. Customers should retain a copy of these Terms and Conditions.