

## **TERMS & CONDITIONS**

### **- Cancellations**

An order may be cancelled by the customer up to 14 working days starting the day after delivery. In the event that an order is cancelled after it has already been dispatched, notification must be made in writing by the customer within 14 working days starting the day after delivery of goods either by email, fax or post to Netlighting Ltd. Your request will be acknowledged within 5 working days. Unsuitable goods can be accepted back for a refund providing that they have not been used or installed, remain undamaged and are in as new condition. Please return them with the original packaging to ensure that they are not damaged on the return journey. The cost of returning these goods is at the expense of the customer. PLEASE BE AWARE THAT GOODS SHOULD NOT BE RETURNED UNTIL WE HAVE CONTACTED YOU OR WE SHALL NOT BE ABLE TO PROCESS YOUR RETURN.

### **- Faulty or incorrect goods**

In the unlikely event of you receiving faulty goods or goods supplied by us incorrectly, please contact us. Notification must be made in writing within 14 working days starting the day after receipt of goods either by email, fax or post to Netlighting Ltd. All complaints will be acknowledged within 5 working days. Arrangements for the collection of goods sent by us in error will be made by Netlighting Ltd. Prior to the replacement or refund of faulty/ damaged goods, images of the fault (where relevant) or breakage will be required. Netlighting Ltd will then either arrange collection of faulty/damaged goods or authorise disposal. Once the returned goods have been received and assessed by us, you will be offered a refund or a replacement. PLEASE BE AWARE THAT GOODS SHOULD NOT BE RETURNED UNTIL WE HAVE CONTACTED YOU OR WE SHALL NOT BE ABLE TO PROCESS YOUR RETURN.

### **- Unsuitable goods**

In the event that goods received are unsuitable and you wish to return them, notification must be made in writing by the customer within 14 working days starting the day after receipt of goods either by email, fax or post to Netlighting Ltd. Your request will be acknowledged within 5 working days. Goods can only be accepted back for a refund providing that they have not been used or installed, remain undamaged and are in as new condition. Please return them with the original packaging to ensure that they are not damaged on the return journey. The cost of returning these goods is at the expense of the customer. PLEASE BE AWARE THAT GOODS SHOULD NOT BE RETURNED UNTIL WE HAVE CONTACTED YOU OR WE SHALL NOT BE ABLE TO PROCESS YOUR RETURN.

The above guarantee does not affect your statutory rights as a consumer.

### **Governing Law and Jurisdiction**

These Terms and Conditions shall be governed by and construed in accordance with English Law and the English courts will have exclusive jurisdiction in respect of any dispute arising from the contract.

### **Installation/Fitting**

The customer must ensure that any installation/fitting of non portable lighting purchased from Netlighting Ltd is carried out by a qualified electrician.

### **Information, Products and Services**

Descriptions and measurements of products are supplied by the manufacturers and are as accurate as possible to the best of our knowledge. Information contained on this website is as accurate as possible to the best of our knowledge. Netlighting Ltd does not take responsibility for any unforeseen errors or changing circumstances. Netlighting Ltd reserves the right to remove or alter products, services and information.

### **Reaching Us**

We can be contacted by the following means:

Email: [info@netlighting.co.uk](mailto:info@netlighting.co.uk)

Telephone: 0208 952 3444

Postal Address: Netlighting Limited, 14 The Promenade, Hale Lane, Edgware, HA8 7JZ

Our working hours are Monday to Thursday 9.30am to 5.30pm and Friday 9.30am to 1.00pm

### **Privacy Policy**

Netlighting Ltd is committed to protecting your privacy. We do not disclose our customers' information to third parties. The information that we have about you is that given by you and in accordance with the Data Protection Act 1998, and is used solely for the purpose of processing your order. No actual credit/debit card details are held by us.