

## Terms & Conditions

### **About us**

KITCHEN SINKS AND TAPS is a trading name of Kitchens Collection Ltd, which is registered in England and Wales under company number 04135435. The registered company address is Units 3 & 4 NFEC, Rushington Business Park, Chapel Lane, Ashurst Bridge, Southampton, Hampshire SO40 9LA. Our VAT number is 777300620. If you need to contact us please ring 02380 580239 or email [sales@kitchensinksandtaps.co.uk](mailto:sales@kitchensinksandtaps.co.uk)

### **Payment**

Payment can be made by credit or debit card online. Upon acceptance of your order, we will debit your payment card with the full value of the order prior to despatch. All goods remain the property of Kitchen Sinks and Taps until paid for in full. The contract is formed once the items have been despatched or 72 hours have passed.

### **Pricing**

All quoted prices are in UK sterling and include V.A.T. at the rate of 20%. While we try and ensure that all prices on our website are accurate, errors may occur. If we discover an error in the price of goods you have ordered we will inform you as soon as possible and give you the option of reconfirming your order at the correct price or cancelling it. If we are unable to contact you we will treat the order as cancelled. If you cancel and you have already paid for the goods, you will receive a full refund. The contract is formed once the items have been despatched or 72 hours have passed.

### **Delivery and Returns**

All the advertised product prices on our website include free delivery to our standard area postcodes.

Non-standard area postcodes will be subject to an additional charge and this will be shown at the checkout once your delivery postcode is entered.

Any additional charges for out of area postcodes are shown prior to any payment details being taken and you will still have the option to abandon the checkout at this stage if you wish.

The postcodes that currently fall outside of our standard areas are listed below\*

**AB, DD, DG, EH, EX, FK, G, IV, KA, KW, KY, ML, PA, PH, PL, TA, TD, TR AND TQ**

\*Please note we reserve the right to amend and update this list in accordance with carriage cost charges.

As a guideline only, the majority of items are delivered within two to five working days following your email order confirmation. A specific delivery date will be provided prior to delivery.

**Please note that if an item is out of stock, we will advise via email and the order may be cancelled if you wish following written confirmation.**

We do not accept any liability for costs involved with delayed deliveries. We will advise on any extended delivery dates by email or telephone.

Deliveries will be made by carrier or a dedicated delivery lorry. We cannot give specific times for delivery.

Delivery charges are based on a one-man delivery to an easily accessible doorstep delivery only. All goods should be checked thoroughly for damage and delivery notes signed accordingly. If it is not possible to check the goods while the delivery driver is present then any despatch notes should be signed "goods unchecked, as driver could not wait"

Any damaged or faulty goods should be reported within 48 hours of delivery.

Re-delivery costs may apply if a pre-arranged delivery date is missed by the customer. This would be advised of by email and will need to be agreed by the customer prior to a second delivery being made.

We strongly advise that you do not book plumbers/tradesmen until your goods have arrived and have been checked, we are not liable for any tradesmen costs, consequential loss or compensation in any way.

If you are a retail customer you have the right to cancel your order within 14 calendar days of receiving the goods, we request that the goods and packaging are in a perfect condition and unopened. Judgement on the condition of goods and packaging will be at the sole discretion of Kitchen Sinks & Taps.

Following your cancellation request and providing it is within the 14 calendar day cancellation period, you can arrange return of the goods or we will organize collection of your goods and advise you of a collection date. Any applicable collection charge would be advised of prior to collection.

All cancellation requests must be made in writing – the following is a link to a model form you can use – **cancellation form**. The 14 calendar day cancellation rule only applies to retail sales for private individuals and does not apply to companies or businesses. Any due refund would be made within 14 days.

## **Product Description**

While every effort has been taken to provide accurate pictures and product information on this site we cannot guarantee that colours and finishes will be exactly as seen on the site. Due to variations in colour preferences and set-up on computer monitors there may be a slight variation when displayed on different devices. Dimensions should be taken as approximate and should be checked with the manufacturer for accuracy. We do not make any guarantee's regarding a products suitability for use.

## **Data Protection & Privacy Policy**

We comply with all data protection laws applicable to United Kingdom businesses. No customer information will be knowingly given to third parties unless it is required to process your order.

## **Security**

Our Payment Service Provider is Sage Pay (formerly Protix) – the largest independent payment service provider (PSP) in the UK and Ireland.

Sage Pay provides a secure payment gateway (Level 1 PCI DSS), processing payments for thousands of online businesses, including ours. It is Sage Pay's utmost priority to ensure that transaction data is handled in a safe and secure way.

Sage Pay uses a range of secure methods such as fraud screening, IP address blocking and 3D secure. Once on the Sage Pay systems, all sensitive data is secured using the same internationally recognised 256-bit encryption standards.

Sage Pay is PCI DSS (Payment Card Industry Data Security Standard) compliant to the highest level and maintains regular security audits. They are also regularly audited by the banks and banking authorities to ensure that their systems are impenetrable.

Sage Pay is an active member of the PCI Security Standards Council (PCI SSC) that defines card industry global regulation.

In addition, you know that your session is in a secure encrypted environment when you see https:// in the web address, and/or when you see the locked padlock symbol alongside the URL.

So when buying through our site, you can be sure that you are completely protected.

### **Guarantees**

All products supplied are subject to manufacturer's guarantees. With the statutory minimum guarantee of 12 months. Please note that all warranties only cover domestic use, all products being correctly installed and products not being subject to misuse.

### **Governing Law**

English law shall govern all contracts formed between us for the purchase of items from this Web Site and any dispute shall be subject to the jurisdiction of the English Courts.

If any provisions of these terms and conditions shall be unlawful, void or for any reason unenforceable then that provision shall be deemed severable and shall not affect the validity and enforceability of the remaining provisions.

### **Copyright**

All Information and images contained within this website and information provided by the seller remains the Intellectual Property of Kitchen Sinks and Taps. Any use of trademarks, images and literature, contained within this website, will require the written permission of Kitchen Sinks and Taps.