

HAND & EYE STUDIO: TERMS & CONDITIONS FOR TRADE CUSTOMERS (B TO B)

CONDITIONS OF SALE

These terms and conditions apply to our business customers (trade) such as designers and specifiers.

Unless otherwise agreed in writing by Hand & Eye Studio, all goods are supplied on the following conditions to the exclusion of any terms or conditions stipulated by the buyer and of any representations, warranties or communications not expressly incorporated herein or in the order confirmation.

ORDERS AND PAYMENT

Unless otherwise agreed, quotes are valid for 30 days, after which time prices may vary. Please note that a quote does not guarantee the availability of the goods at the eventual time of the order.

Business customers in the EC will not have to pay UK VAT if a valid tax number is provided. Customers in non-EC countries will not be charged UK sales tax but any customs duties will need to be paid by the customer.

Please check your invoice carefully as items will be supplied as per this.

We require full payment to confirm your order and begin production.

Hand & Eye reserve the right to cancel or refuse to accept an order due to erroneous information, payment not being received or for any other reason. Hand & Eye reserve the right to cancel an order, or part thereof, if a product becomes unavailable. Hand & Eye will refund the relevant amount but will not be liable for any other costs incurred as a result of the unavailability.

Goods remain the property of Hand & Eye until paid for in full.

ORDER CANCELLATION AND RETURNS

We will accept cancellation of orders or unwanted-goods returns from trade customers but only after this is agreed in writing by Hand & Eye and only on the condition that:

- We are asked to consider the return within 14 days of delivery
- The trade buyer organises, insures and pays for the return shipping
- The item(s) are returned unused, unbroken and in fully re-saleable condition (Hand & Eye will notify the buyer if items are returned damaged within 7 days)
- We will refund the full payment MINUS the shipping costs

for the outbound delivery.

- The order is not exceptionally large/unusual or containing bespoke items. We will notify the buyer if an order would not qualify as being refundable at the time of ordering.

Please note (and emphasise to end clients) that Hand & Eye products will have variations in colour, texture and shape due to their natural materials and production processes.

DELIVERY

Delivery dates given by Hand & Eye are non-binding estimates only, based upon the best available information concerning manufacturers lead times and transportation schedules. Therefore, orders may be shipped on, prior to, or after the estimated date.

Hand & Eye strongly advise that no electricians or contractors be booked to install any goods until such a date that the client is in possession of their order. Hand & Eye Studio will not accept responsibility for any charges in the event that a product is delayed.

Special delivery conditions requested by the buyer should be given at the time of order placement, charges may change accordingly. If a trade customer arranges their own shipping, liability is taken by the trade customer on collection of the goods.

Buyers should inspect deliveries as quickly as possible for any damage or accidental shortages and let us know within 7 days. After 7 days the goods will be deemed to have been accepted as undamaged by the customer.

GUARANTEE

Hand & Eye lights are guaranteed for 2 years from date of delivery. This guarantee does not apply to the ceramic or glass shades once they have been received unbroken by the customer (ie no claim has been made within 7 days of delivery).

Hand & Eye will not accept liability for any fault arising from accident, product alteration or product misuse.

Please note that dimming of our lights is possible with compatible third-party components / systems (see individual product specs) but due to variations within these, dimming is not guaranteed by Hand & Eye.

CLAIMS

Claims for in-transit damage and order shortages must be

notified to Hand & Eye Studio within 7 days of delivery. Failure to make such claims within the specified time constitutes acceptance of the merchandise and quality thereof.

Customers must use properly qualified professionals to install Hand & Eye products. Customers outside the UK are responsible for ensuring that the products comply with local regulations.

Hand & Eye will not accept claims for damage resulting from storage by the buyer or for damage and faults resulting from accident, negligence, alteration or misuse after delivery.

Claims for faulty products must be made in writing to Hand & Eye. Proof of purchase will be required. Photographic evidence and/or returned products may be required when claims are being made.

WEBSITE AND BROCHURES

Our photos on the website and in printed brochures are as accurate as possible. However, please note that our products will have variations due to their natural materials and production processes and that colour may vary due to screen and print quality. Measurements are approximate and can also vary slightly.

Every effort is made to ensure that our website is free from viruses, however, this cannot be guaranteed, and Hand & Eye will not be liable for loss or damage which may occur through use of the site. The website may contain links to external websites that are not in any way affiliated with Hand & Eye.

The information contained on the Hand & Eye website and

printed brochures is for general information purposes only. We cannot guarantee that the information will be accurate, current or complete at all times and assume no responsibility for errors or omissions.

DISPUTES

The Conditions shall be governed by and construed in accordance with the laws of England and you irrevocably submit to the exclusive jurisdiction of the courts of England.

VALIDITY

Hand & Eye Studio reserves the right to modify the Terms and Conditions such without notice. Should this happen the new Terms and Conditions are immediately effective and automatically supersede prior published information.

CONTACT

For any questions please contact:
info@handandeyestudio.co.uk or call on 01252 342425

Our company details are:

Hand & Eye Studio Ltd
Registered address: 86 Broomleaf Road, Farnham GU9 8DH,
UK
Company registration number: 7587679
VAT number: GB 198934832

Hand & Eye
Warehouse Address
255 Ash Road
Aldershot
GU12 4DD
T +44 (0)1252 342425
info@handandeyestudio.co.uk
