

## About Us

These Terms and Conditions govern the sale of products by GB Domestic Appliances Ltd (“we”, “us”, “our”) to you (“you”, “customer”).

We are a company registered in England and Wales. Our registered office and company number will be displayed on our website and invoices.

You can contact us via our website, email, or on the phone.

## Application of These Terms

These Terms apply to all purchases made through our website, telephone, or any other distance selling method.

By placing an order, you confirm that:

- You are at least 18 years old
- You are legally capable of entering into binding contracts

We may update these Terms from time to time. The version in force at the time of your order will apply.

(Aligned with standard retailer practice requiring acceptance of updated terms at each purchase)

## Products

All products sold are intended for domestic use only unless otherwise stated.

Use of products for commercial purposes may invalidate warranties or guarantees unless expressly agreed.

Product images are for illustration purposes only. Specifications may vary slightly.

## Orders and Purchases

4.1 All orders are subject to acceptance and availability.

4.2 A purchase is confirmed only when we dispatch your goods.

4.3 We reserve the right to:

- Refuse or cancel orders
- Correct pricing or product description errors
- Limit quantities

If an order is cancelled, you will receive a full refund.

## Prices and Payment

5.1 All prices include VAT unless stated otherwise.

5.2 Delivery charges (if applicable) will be clearly displayed before checkout.

5.3 We accept payment via major debit/credit cards and other methods shown at checkout.

We take reasonable measures to ensure payment security, but cannot be liable for unauthorised access unless caused by our negligence.

## Delivery

6.1 Delivery times are estimates and not guaranteed.

6.2 You must ensure accurate delivery information is provided.

6.3 We may charge additional costs if delivery fails due to incorrect details.

6.4 Risk passes to you upon delivery.

If goods are not delivered within the agreed timeframe, you may have the right to cancel and receive a refund.

## Installation, Disconnection and Recycling

Where offered, installation or removal services:

- Require safe and suitable access
- May be refused if conditions are unsafe

We may provide recycling services in accordance with UK WEEE regulations.

## Your Right to Cancel

Under the Consumer Contracts Regulations 2013, you have the right to cancel your order within 14 days of delivery.

You must:

- Notify us of cancellation
- Return goods within 14 days of cancellation

Refunds will be processed within 14 days of receiving returned goods.

You may be responsible for return costs unless goods are faulty.

## Returns and Faulty Goods

Your rights are protected under the Consumer Rights Act 2015.

- Within 30 days: You may reject faulty goods for a full refund
- After 30 days: You are entitled to repair or replacement
- If repair/replacement fails: You may request a refund

These rights cannot be excluded or limited.

## Warranties and Guarantees

Products may come with manufacturer warranties.

Warranty terms:

- Are provided by the manufacturer

- Do not affect your statutory rights

Optional extended warranties may be offered separately.

## Liability

11.1 We are responsible for foreseeable loss or damage caused by our breach.

11.2 We are not liable for:

- Indirect or consequential losses
- Losses caused by misuse or improper installation

11.3 Nothing in these Terms limits liability for:

- Death or personal injury caused by negligence
- Fraud or fraudulent misrepresentation

(Reflecting standard UK limitation clauses used by major retailers )

## Data Protection

We process your personal data in accordance with our Privacy Policy and UK GDPR.

Your data is used to:

- Process orders
- Provide customer support
- Improve our services

## Dispute Resolution

If you are unhappy with our service, please contact us first.

*JB Domestic Appliances*