

JOULESAVE LIMITED

HEATKEEPER RADIATOR PANELS

WEBSITE TERMS AND CONDITIONS

Welcome to our website.

By using this site, you are deemed to have agreed to these terms and conditions of use.

You should check these terms and conditions periodically for changes. We reserve the right to change them at any time.

By using this site after we post any changes to these terms and conditions, you agree to accept those changes, whether or not you have reviewed them.

This website may also include links to other websites. These links are provided for your convenience to provide further information. They do not signify that we endorse the website(s) and we have no responsibility for the content of the linked website(s).

Neither we nor any third parties provide any warranty or guarantee as to the accuracy, timeliness, performance, completeness or suitability of the information and materials found or offered on this website for any particular purpose. You acknowledge that such information and materials may contain inaccuracies or errors and we expressly exclude liability for any such inaccuracies or errors to the fullest extent permitted by law.

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Unauthorized use of this website may give rise to a claim for damages and/or be a criminal offence. Your use of any information or materials on this website is entirely at your own risk, for which we shall not be liable.

It is your own responsibility to ensure that any goods, services or information available through this website meet your specific requirements.

If you disagree with any part of these terms and conditions, please do not use our website.

Contact Details

Our contact address and details are: Joulesave Limited, 27a Water Lane, South Witham, Grantham NG33 5PH

Telephone: +44 (0)1572 768362

Email address: sales@joulesave.co.uk

Price

The price of our goods is set out on the website and on the confirmation of the order.

The price stated is in British Pounds.

We do not accept any other currency.

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We reserve the right to change prices without prior notice.

The total price is inclusive of Value Added Tax and delivery to UK addresses only. We are happy to ship outside of the UK but please contact us for a quote first.

Sales Agreement

Once you enter all of the personal contact information and click the “confirm order” button on the order confirmation page, the order will be considered legally binding.

You will receive an order confirmation after the order process has been completed.

We reserve the right to reject any order.

The sales agreement is valid as soon as the order confirmation has been sent.

All products and prices shown in our online shop do not constitute legally binding offers.

Any advice or recommendation given on this website, or otherwise given by us or any of our employees or agents to you regarding the storage, application or use of the goods is followed or acted upon entirely at your own risk, and we will not be liable for any such advice or recommendation.

Any typographical, clerical or other error or omission on any page of this web site or in any sales literature, quotation, price list, acceptance of offer, invoice or other document or information issued by us shall be subject to correction without any liability on our part.

Orders are accepted at our sole discretion but are normally accepted if the goods are available, the order reflects current pricing, you are based in the delivery area and your payment card is authorised for the transaction.

We are entitled to withdraw from any contract in the case of obvious errors or inaccuracies regarding the goods appearing on our website.

You are responsible for ensuring the accuracy of the terms of any order you submit, and for giving us any necessary information relating to the goods within a sufficient time to enable us to perform the contract in accordance with its terms.

We reserve the right to make any changes to the specification of the goods which are required to conform to any applicable statutory or EC requirements.

Where any particular good is unavailable we reserve the right to substitute for the goods ordered other goods which are substantially similar in nature and price.

In the event of substitution of the goods we undertake to pay the cost of the return of the goods if you decide they are unacceptable.

Payment Methods

You must pay the price payable in British Pounds as indicated on your order confirmation.

You may pay for your goods by the methods of payment as displayed on the payment section of this website.

We obtain approval from the card company for the amount of the order and currently accept Visa, MasterCard, Maestro and PayPal.

We want you to order with confidence and peace of mind knowing that your credit card number and details remain secure and private. All payments will be made over a secure encrypted connection so credit card numbers and private details cannot be stolen in transit. Credit card details are not retained once payment has been processed.

We will email or post your invoice to you at the billing address indicated on your order confirmation when we ship your goods to you.

Your invoice will be your proof of purchase.

You confirm that the information contained within the order is true and accurate and that you are authorised to use the payment card.

Where any refund is due, we shall credit the payment card with the appropriate amount.

The deduction of funds from your payment card does not mean that we have accepted your order or that a contract has been formed between us. In the event that we reject your order we will credit your payment card with the amount deducted.

We will take all reasonable care to keep information connected with your order secure but we cannot be held liable for any loss that you may suffer if a third party obtains unauthorised access to any data, including credit and account details you provide when accessing or ordering from this website, unless this is solely due to our negligence.

Retention of Title

The goods delivered remain the property of Joulesave Limited until full payment has been received. Risk of damage to or loss of the goods shall pass to you at the time of delivery or, if you wrongfully fail to take delivery of the goods, the time when we or our carrier has tendered delivery of the goods.

Delivery

Once your order has been confirmed by us and payment completed, we aim to process and dispatch orders within two working days.

Goods are dispatched via courier on a next working day delivery basis.

Any dates quoted for delivery of the goods are approximate only and we will not be liable for any delay in delivery of the goods however caused. We will not be liable for any losses incurred by you for failure to deliver by a particular date.

If the courier has attempted but was unable to deliver your goods and has left a card you must contact the couriers direct. If the delivery is refused for any reason then you will be liable both for the original delivery and the subsequent return costs. If we have had an item returned due to non-communication on your part or an incorrect /incomplete address, you will be responsible for the original delivery, return delivery and the subsequent return to you costs.

Cancellation Rights

You may withdraw from the sale within seven days without any justification, as long as you confirm your cancellation in writing (letter or e-mail). (See below for damaged / faulty goods).

If you cancel your order you should take care of the goods and return them with their original packaging within 30 days of cancelling the order.

You are required to take reasonable care so that the goods are returned to us and that they are not damaged in transit.

You are responsible for the cost of returning the goods.

The time frame for the return of goods begins once you have received the goods.

Please send the goods to Joulesave Limited, 27a Water Lane, South Witham, Grantham NG33 5PH.

Damage / Faulty goods on delivery

Please inspect the goods immediately upon receipt and notify us by email at sales@joulesave.co.uk within seven days of delivery if the goods are damaged or do not comply with any of the contract.

We will provide you with full return details. You must take care of the goods and return them to us with the original packaging.

We will pay the cost of their return.

If we do not hear anything within this period you are deemed to have accepted the goods.

Installation

We are not responsible for errors in installation. Although we offer guidelines, installation is the responsibility of the installer.

Extent of Liability

We make every effort to ensure that goods advertised for sale on the Heatkeeper website are described accurately.

The description of the goods on the website does not form part of the contract between you and Joulesave Limited.

You, the customer should ensure that the goods purchased from Joulesave Ltd are suitable for their intended purpose.