



PRIVACY POLICY

We do not provide or sell your details to third parties.

Spinella UK may contact you by post or email with details of their products and promotions. Please let us know if you do not wish to receive promotional material.

TERMS AND CONDITIONS OF PURCHASE OUR AGREEMENT WITH YOU

1. PUTTING OUR ARRANGEMENT IN PLACE

- 1.1 In this Agreement, we are Spinella Chairs UK Limited of Reddin House, 278 Mitcham Lane, London SW16 6NU and you are the person detailed on the Order Forms.
- 1.2 Our Agreement is made on the date we invoice you for your order.
- 1.3 Our Agreement includes all correspondence from us to you and the descriptions of the Goods as provided by us on our Website or otherwise.

2. MAKING YOUR CHOICE AND ORDERING

- 2.1 Peruse our Website and select your chosen products.
- 2.2 Complete the Order Form in full and follow the instructions detailed on the Website.

3. WHAT HAPPENS NEXT

- 3.1 We will contact you within 24 hours, confirming your order and the total costs involved. Once the order has been agreed we will invoice you for the goods. Your chair(s) will be despatched once your payment has cleared into our bank account.
- 3.2 Should you not receive your chosen products within 14 days of us confirming their availability to you, please contact us to let us know. (UK mainland orders only). You will then be given the choice of:
 - 3.2.1 Cancelling your order whereupon we will refund the Price you paid or
 - 3.2.2 Wanting a further agreed time period after which if your chosen products have not been received then option 3.2.1 will be available to you.

4. RETURNS POLICY

- 4.1 We want you to be completely satisfied with your purchase. Please let us know if you are not entirely satisfied with our products or our service, so that we can rectify the situation.

4.2 Items are described and photographed as accurately as possible, but if you are not completely satisfied with any item you ordered, just return it, packaged securely (with your customer advice note) within 2-3 days of the date of receipt and we will refund your money or send you a replacement.

4.3 Please note we are only able to accept items that have not been used. If the product is damaged in any way or has become broken in transit please call our customer services team on +44 (0)7786 070 038 or email sales@spinella.co.uk.

Nothing in this Returns Policy affects your statutory rights or your rights under any contract you may have with us.

5. BASIS OF SALE

5.1 The terms of this, Our Agreement with You, shall govern our contract to the exclusion of any other terms and conditions.

5.2 Any typographical clerical or other error or omission in any sales literature price list acceptance of offer or other document or information issued by us is subject to amendment by us where reasonable in all of the circumstances to do so.

5.3 You are responsible for ensuring the accuracy of your Order and the details provided in your Order Form.

5.4 The quantity and description of your chosen products shall be those set out in the Order Form unless we subsequently agree otherwise.

6. PRICE OF THE GOODS

6.1 The price of the Goods shall be the price quoted by us on our Website next to the illustration/ description of your chosen products, unless agreed otherwise by us in writing.

7. RISK AND PROPERTY

7.1 Risk of damage to or loss of your chosen products shall pass to you on delivery of them.

7.2 Notwithstanding delivery and the passing of risk in your chosen products or any other provision of this Agreement property in your chosen products shall not pass to you until we receive cleared funds payment in full of the price of your chosen products.

8. WARRANTIES

8.1 We warrant that you will be entitled to the benefit of any warranties or guarantee given by you the suppliers to us of your chosen products. This does not affect your statutory rights.

8.2 You warrant that the information entered onto the Order Form is true.

8.3 Where we sell to you under a consumer transaction (as defined by the Consumer Transactions (Restrictions on Statements) Order 1976) your statutory rights are not affected by this Agreement.

9. FORCE MAJEURE

We shall not be liable to you or be deemed to be in breach of this Agreement by reason of any delay in performing or any failure to perform any of our obligations if the delay or failure was due to any cause beyond our reasonable control. Without prejudice to the generality of the foregoing the following shall be regarded as causes beyond our reasonable control:-

9.1 act of God; explosion, flood, tempest, fire or accident;

9.2 war or threat of war sabotage insurrection civil disturbance or requisition;

9.3 acts restrictions regulations bye-laws prohibitions or measures of any kind on the part of any governmental parliamentary or local authority;

9.4 import or export regulations or embargoes;

9.5 strikes lock-outs or other industrial actions or trade disputes (whether involving employees of us or of a third party);

9.6 power failure or breakdown in machinery.

10. GENERAL

10.1 If any provision of this Agreement is held by any competent authority to be invalid or unenforceable in whole or in part the validity of the other provisions of this Agreement and the remainder of the provision in question shall not be affected thereby.

10.2 The Contract shall be governed by the laws of England.

11. WHOLE AGREEMENT

The terms and conditions set out in this Agreement represents the entire Agreement.