

Terms and Conditions

This site is owned and operated by Bigblue Product Design Limited (Bigblue/we/us/our). As a user of this website (the customer/you/your) you acknowledge that any use of this website including any transactions you make is subject to our terms and conditions below.

Our Contracts

We must receive payment for the whole of the price of the goods before your order can be accepted. Our acceptance of your order brings into existence a contract between us. Acceptance shall occur on either the debiting of your credit card or the presentation of your cheque to the bank.

Prices and Payment

The price payable for the goods you order and their delivery is set out in our website. Prices are subject to revision without notice and the prices payable by the customer will be those ruling at the date of order.

Cancellation Pre-delivery

Cancellations made prior to the point of dispatch from the factory (generally 3 full working days prior to the delivery date) will incur a cancellation fee of £25 (inc. VAT). Return of dispatched goods is much more involved, and post-dispatch cancellations will consequently incur a return fee of up to 25% of the order value, plus a £25 admin fee. Although we do endeavour to minimise this, the return fee reflects the direct cost to us as applied by our supplier for the return of goods to their premises.

Return of Unwanted Goods

Provided that the goods are in their original packaging and have not been installed or used you have a right to cancel in writing within 7 days of delivery and unwanted items may be returned, but at your own cost and risk. This includes the direct cost to us of the manufacturer or distributor's return fees of up to 25% of the order value, and any additional collection costs. You will be notified of a collection date within 21 days of the notice of cancellation, and refund will be made within 30 days. You have a statutory responsibility to take reasonable care of goods prior to collection. Should you fail to return the goods we reserve the right to recover the costs of return.

Deliveries

The goods ordered will be delivered to the UK address you give us at the time you make your order. A valid signature is required on delivery, and you will become the owner of the goods on delivery of them to you. All times or dates given for the delivery of the goods are approximate. Date or time of delivery does not form part of our contract.

Although delivery is free of charge to the customer there are costs related to the process, and should delivery fail due to customers not being present on the agreed day, or other customer or site-related reasons, then a fee will be charged to cover the cost of further attempts.

Damaged Goods

The customer, before acceptance, is advised to inspect all goods. Any goods that are found to be damaged, faulty or incorrect should be returned on the delivery vehicle.

Where goods have been delivered, any damaged faulty or incorrect goods should be reported promptly directly to the manufacturer or to ourselves.

Damaged or faulty goods may be subject to an inspection by the manufacturer's service engineer and will be repaired or replaced at the engineer's discretion.

Warranty and Restrictions of Use

Any warranty cover for the goods is provided by the manufacturer. You should be aware that the manufacturer's warranty is usually only valid for use of goods within the UK. We have selected our products on the basis that they will be used for domestic purposes only. If you are planning to use them for business purposes please make sure that you are covered by appropriate insurance.

Accuracy of Information

All information published on our website is given in good faith and is subject to change from time to time. Any critical product requirements you have should be checked with the manufacturer to ensure accuracy.

Security of Information

Online payment is made by the secure third party Worldpay system, we do not hold card details on our website or on any computer. We recommend that you do not send payment details by email or fax. For telephone orders we will take all reasonable precautions to keep the details of your order and payment secure. Unless we are negligent we cannot be held liable for any losses caused as a result of unauthorised access to information provided by you.

Representations

We aim to give helpful advice and information. We would advise however that any information critical to your installation is checked with the manufacturer whose specifications can be subject to change.

Health and Safety

Goods are supplied to you with appropriate fitting and other instructions relating to their fitting and installation. Certain goods are supplied accompanied by written recommendation that they should only be fitted or installed by expert or skilled workers and it shall be the responsibility of the customer to ensure that they comply with these and where the goods are sold to a third party they are accompanied by all appropriate safety and fitting instructions.

Governing Law

The contract between us shall be governed by and interpreted in accordance with UK law, and the UK courts shall have exclusive jurisdiction to resolve any disputes between us.