



hevensent

## HEVENSENT TERMS & CONDITIONS

Please read our terms and conditions carefully before using our website. By using the Hevensent site you agree to and are bound by our terms and conditions.

We may change or modify these terms and conditions at any time and without notice with changes published on our term and conditions page. By using the Hevensent site you agree to accept our changes.

Our site [www.hevensent.com](http://www.hevensent.com) is operated by graftons interiors and reference to “we”, “us” and “our” shall be deemed to be reference to Hevensent. Reference to “your” and “yours” shall be deemed to be references to persons placing an order via our site.

## PLACING AN ORDER

By placing an order with Hevensent you will be deemed to have read, understand and agreed our Terms and Conditions. If you are unhappy with or unclear about any aspect of these terms, please contact us before you place an order, either by phone on +44(0)161 969 9301 or by email [info@hevensent.com](mailto:info@hevensent.com).

By placing an order via our site you are making an offer to Hevensent to purchase the items detailed in your order upon the terms described in your order.

Once you have placed an order we will send you a confirmation that your order has been received but this is not a confirmation that your offer to purchase the items have been accepted. A contract between you and Hevensent for the sale of our products will only exist once an order has been accepted, processed and dispatched to you. We reserve the right to decline to fulfil orders for any reason, including a product which has been mispublished, such as its price or specification. If there are any problems with your order we will contact you.

Prices and availability of items are subject to change without notice. A delivery charge will be added to your order value where appropriate, for further information, please see our “Delivery Section”.



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## **PRICE**

All prices quoted on our site are accurate at the time of publication and are quoted in pounds sterling. When importing, you will be responsible for the payment of any customs or import duties levied once the packages reaches your destination country.

## **PAYMENT**

Payments are processed at the time of ordering; however we only process orders that have been screened and accepted by Paypoll or Strip. All credit/debit cardholders are subject to validation checks and authorisation by the card issuer. If the card issuer does not authorise payment, we will not process the order.

## **HEVENSENT PRODUCTS**

We take every care to ensure the description and specification of our products are correct at the time of going to press. However specification and descriptions of products on our site are not intended to be binding and are only to give a general description of the product, we cannot guarantee that the colour of a Hevensent product on delivery will replicate how it appeared to you on-screen, in part, this is dependent upon your computer's display monitor and also how you perceive colour. If in doubt, you are advised to examine actual samples of the colour before placing your order.

## **ORDER CANCELLATION**

As part of the UK's Distance Selling Regulations, you have the right to cancel your order and request a refund for any item purchased from Hevensent within 7 working days of the day after you receive your order. Order cancellations must be made in writing by email, quoting your order number, within 7 working days of the day after you receive your order. Cancellation notices should be sent to [info@hevensent.com](mailto:info@hevensent.com).



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## RETURNS POLICY

All items must be returned to Hevensent unopened, unused and in their original packaging within 14 days from the date you originally received the items. Dependent on what has been agreed we will either replace items or refund the purchase price. Please note that with the exception of faulty items, incorrect orders or items damaged in transit we are not responsible for the costs of return post.

## RETURNS ADDRESS

Hevensent, The Studio, 39 Downs Dr, Timperley, Altrincham, Cheshire, WA14 5QT, United Kingdom.

All items being returned, remain the responsibility of the customer until they reach Hevensent. We strongly recommend customers send returns by a 'signed for service' with appropriate insurance or at least retain a certificate of postage. We cannot accept liability for items lost or damaged in transit.

In the unlikely event your order is damaged in transit, faulty or incorrect please notify Hevensent within 7 working days from the date you receive the items. Please note that cut lengths of fabric cannot be returned or exchanged unless they are proven to be faulty.

Hevensent cannot accept any claims for damages to items caused by you the customer.

If you have any questions regarding returning items to us please email [info@hevensent.com](mailto:info@hevensent.com) or call on +44 (0)161 969 9301.

## LIABILITY

Please note Hevensent cannot be held responsible or any their party involvement delaying delivery.

If you are concerned you have not received your parcel please contact us via email at [info@hevensent.com](mailto:info@hevensent.com).

Hanging instructions are included on the reverse of the packaging label, on each roll of wallpaper.

It is important that these are followed correctly. After hanging 2 or 3 lengths, please inspect the results to ensure there is no shading or other faults. No claims for hanging costs will be allowed for goods hung in excess of one roll.



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Hevensent is not liable to you the customer, whether in contract, or (including negligence), breach of statutory duty, or otherwise, for any loss of profit, or any indirect or consequential loss arising under or in connection with the Contract; and for the avoidance of doubt, our total liability to you shall be limited to the cost of the items.

Hevensent Registered Trading Details:

graftons Interiors, Crown House, High Street, Tyldesley, Manchester, M29 8AL

Company Registration Number: 09117841, VAT Registration Number: Not registered

Please note all notices under this agreement are to be sent and received by email. For this purpose, your notices should be sent to [info@hevensent.com](mailto:info@hevensent.com) and we will send our notices to you at the email address you notify to us through the Hevensent site, such as when placing your order.

## **COPYRIGHT**

Please note all notices under this Agreement are to be sent and received by email. For this purpose All content provided by Hevensent, website, text, graphics, logos, button icons and images are the property of Hevensent. You may create a nonexclusive hyperlink to the Hevensent site as long as the link does not portray our company in a false, misleading or offensive manner.

## **ADDITIONAL INFORMATION**

Hevensent reserves the right to amend any information, including but not limited to prices, technical specifications, terms and conditions and product offerings without prior notice.

## **LAW**

These terms and conditions shall be governed by English law and we both agree to the exclusive jurisdiction of English courts.