

Terms & Conditions

TERMS OF BUSINESS

Product Specification Disclaimer

Dimensions and other specifications given on this site are provided by the and may be approximate. Sandiacre Stove Limited make every effort to provide accurate information, but errors are possible, manufacturer specifications may change without notice. Please confirm any specific details before ordering. All pictures are for illustrative purpose only, Colours may vary to those illustrated and can look different on other computer screens. We never knowingly publish misleading or incorrect product descriptions or images.

Ordering

When an order is placed with us you will receive an email with your invoice and details of the products you have ordered. Please double check that what has been ordered is correct, we will allow 12 hours after ordering for you to check your order and inform us of any discrepancies. Please note that large item such as stoves will be delivered on an 18 ton vehicle, where access may be prohibited please provide details on ordering.

Payment

The total amount shown at the checkout is payable to Sandiacre Stove Limited in full. Payment for internet sales will only be accepted through PayPal by debit card or credit card, we do not accept payment over the phone. Goods remain the property of Sandiacre Stoves Limited until paid for in full. If payment is not received within 24 hours of ordering we reserve the right to cancel the order.

Delivery

Sandiacre Stoves use third party services to deliver all products; we do not allow collection of stoves from our store. Sandiacre Stoves Limited cannot guarantee a specific supply date or time. All deliveries will be made to the registered Paypal / Debit card or Credit card holder's address only. We will endeavour to dispatch small items within 2 Working days. Larger items such as stoves will be dispatched if in stock within 3-5 working days through our preferred courier. We will upon booking the courier provide you with the delivery date, if you would like the courier company to contact you directly to confirm the time of delivery, please provide your preferred telephone number and confirm that you give permission for Sandiacre Stoves Limited to provide this number to the courier service provider only. Please note when buying large items such as stoves we suggest you have at least one other person with you to assist on delivery. The driver will move the goods to the nearest accessible wheel point depending on access or wheel into a garage. We must advise that you check the goods while the driver is still there. If the driver refuses to wait then please mark the goods as damaged on the delivery note, so you are covered for all eventualities. If you have checked the goods and they are found to be damaged, please mark this clearly on the delivery note. If goods are damaged please contact Sandiacre Stoves Limited, quoting your Order Reference and Delivery Note. If you are unavailable when your stove is delivered at on the date specified by the delivery company, then re-delivery charges will apply. If you cancel an order after it has been dispatched, we regret that you will be charged for the return delivery costs, even if the products have not reached your address.

Cancellations and Returns

Internet sales to individuals covered by the Consumer Contracts Regulations 2014, which protect you by providing a 14 working day cooling off period from the day after the product has been delivered. A customer has the option to cancel any order between the time of placing it and 14 working days after delivery. Cancellations must be in writing by post or by email to sandiacre.stoves@gmail.com quoting the Order Number. Under the Consumer Contracts Regulations 2014 you have the right to receive a

refund within 14 working days of cancellation, once the goods have been returned safely. You are advised to retain the packaging. You will find it difficult to return the item without appropriate packaging. The goods must not have been fitted, installed or used in any way. The goods must be unmarked and free from blemishes of any kind, and you must return them in a saleable condition. All spare parts are non returnable and non refundable due to being a special order. The cost of returning the item to us is your responsibility.

Privacy & Security

All personal details that you give us are securely stored. We will never supply or sell any customers details to any outside organisation. We do not store any credit or debit card details.

Site Surveys

Payments for Surveys are taken for a Survey only, not a full installation. The cost of the Survey fee will be refunded of the cost of your stove when purchase through the company. All surveys will be carried out by our in house HETAS approved installer.

Quotations

Quotations are based upon current prices and are valid for 28 days from the date on your estimate, acceptance after the 28 day period may be subject to adjustment to reflect any alterations in price, which may occur between the date of the estimate and the date of acceptance.

Time

Unless otherwise specifically stated and agreed by Sandiacre Stoves Limited in writing, time shall not be the essence of any contract once made. While every effort will be made to comply with customer's wishes; Sandiacre Stoves Limited cannot guarantee a specific supply or fitting date or time.