



## **Terms and Conditions**

All Goods sold or installed by Infinity Stoves Ltd (hereinafter called "the company"), of 71 Wilton Drive, Whitley Bay NE25 9NX ("the premises") are subject to the terms and conditions stated below. "the buyer" means any person placing an order with the company for the purchase of goods ("goods").

We reserve the right to change these terms from time to time without prior notice to you, provided that any such change will not affect any purchases you have made before the change is implemented.

### **Orders**

All orders are placed at Infinity Stoves Ltd, 71 Wilton Drive NE25 9NX. Before orders are placed, you will be sent a quotation outlining your order. At this point please ensure all items are correct in terms of colours, options etc. and ensure the personal information is all correct. Orders that have already been processed and dispatched cannot be changed.

If work is not listed on the quote sent to the customer it is not part of the job, unless specifically stated with Infinity Stoves Ltd or Professional Stove Installations Ltd prior to work commencing. Any unaccounted-for work required on the day of fitting (necessary) to the installation of the purchase will be charged to the customer by the Company on that day. Prices are inclusive of VAT (where applicable) unless shown as additional to the total.

Any bespoke items including hearths, beams, surround or chimney breasts for example height, shape, dimensions or colour will be charged accordingly. If mistakenly quoted for a standard item Infinity Stoves Ltd reserve the right to amend the bill accordingly. Unique and individual markings including variation of shades colour and texture may appear on natural products and should not be considered as defects. Colours can also vary depending on the natural light available in your room.

### **Fitting**

All stoves are fitted by Professional Stove Installations Ltd. Registered address 71 Wilton Drive Whitley Bay, NE25 9NX. Hetas company ID 5249.

A standard fit does not include any major building work for example substantial plastering, structural support and carpet fitting or refitting or skirting board fitting. We do not move any furniture or televisions unless discussed with Infinity Stoves Ltd or Professional Stove Installations Ltd prior to work commencing. Should you decide on any alterations that may extend the length of your job or require extra materials after the work has commenced, additional costs may be incurred.

### **Cancellation Policy**

We reserve the right to cancel any order placed instore or via telephone without limitation. Cancellations made by the buyer must be in writing by post or email to [nicky@infinitystoves.co.uk](mailto:nicky@infinitystoves.co.uk). You have the right to receive a refund within 30 days of cancellation. Please retain the packaging from your order in case it needs to be returned.

The goods must be unmarked and free from blemishes of any kind, and you must return them in a saleable condition. The cost of returning the item to us is your responsibility.

A minimum of 25% cancellation charge will apply to all orders cancelled. For custom and bespoke items, deposits are non-refundable due to the additional labour and materials that go into a custom item order.

### **Payment**

Payment methods are via bank transfer, cash or card payment. A Contract under which the Company shall sell goods to the Buyer shall only come into existence once the Company has received a 50% deposit and accepted the Buyer's order for goods. All lead times are based on receipt of deposit. The outstanding balance is payable 3 days prior to delivery.

### **Supply of Goods**

Supply of goods is subject to availability. In the event of an item being out of stock or if we are unable to supply the goods on the date specified, we will inform you of any potential delays. If we are unable to supply your goods within an acceptable timescale, a full refund will be given if desired.

The Company must be informed in writing, within 3 working days of receipt of the goods, of any damages or shortages that may have occurred through transit or fitting, otherwise no claims will be accepted or acknowledged.

Under the Consumer Rights Act if a fault arises within six months of the purchase, and it's not because of fair wear and tear, accidental damage or misuse, then the retailer must repair or replace the faulty goods.

### **Price of Goods**

The price payable is the price that is advertised instore. Occasionally errors can occur so if we discover any pricing errors we reserve the right to amend your order. If this is the case you will be notified accordingly and given the option to purchase the item at the amended price or alternatively, we can issue you a full refund. All prices advertised include VAT. All prices are also subject to change without notification, and with immediate effect.

### **Risk of Loss and Damage**

With a goods only purchase, the risk of loss and damage of products automatically passes to the customer once your goods have been delivered and signed for. If you have arranged to have your products collected by, or received by, a third party, the risk of loss and damage passes to the third party immediately on collection or upon

### **Customer Collections**

We offer collections from our showroom at 71 Wilton Drive NE25 9NX. Collections must be arranged in advance and once arrangements have been made, you must collect within 3 working days. Failure to do so may result in your order being cancelled. Once the goods are collected from our showroom, the risk of loss and damage of products immediately passes to you.

### **Product Listings**

Please be aware that all product specifications and images are to be treated as approximate. We do ensure that all information provided is as accurate as possible and all the information is gathered directly from the manufacturer. Images are used for illustration purposes only and colours may vary from the colour of the image. We will never knowingly publish misleading or incorrect product descriptions or images.

### **Ex Display Items**

Please be aware that when buying "Ex-display" models, these are "sold as seen". These items may carry no warranty or a reduced term warranty depending on their age. This information will be given at the time of purchase.

### **Promotions**

Promotions are sold as advertised and cannot be changed or altered. Payment required is 50% upfront to confirm booking and remaining 50% payable 3 days prior to work commencing.

### **GDPR**

Any personal information Infinity Stoves Ltd holds about you is used to enable us to quote, invoice and process orders efficiently. We will only keep the minimal amount of information required and your data will be treated confidentially throughout your relationship with us. Once your data is no longer needed we will securely destroy it by deleting all information and shredding any documents. Please note that you can withdraw your consent to the above retention at any time. If you would like to be removed from our system please inform us in writing to [nicky@infinitystoves.co.uk](mailto:nicky@infinitystoves.co.uk).