

FAMILYROLLO TERMS AND CONDITIONS

1. Familyrollo S.A Products:

a) General information

The window blinds we sell on our website are displayed through photographs and digital composition. Though, due to different types, styles and settings of digital monitors shading, colour and hues may appear differently to the precise colour. We advise that you request a free fabric sample before placing your order to guarantee that you are happy with the colour and the quality before ordering. While every effort will be made by Familyrollo to assure that the goods sold and delivered to you match in all respect sample or description shown to you, change in colour or pattern between the sample or description of the goods delivered shall not entitle you to reject the goods either to claim any compensation for such difference or change.

b) Measurements

All of the goods we sell are made according to the size you provided while placing your order. It is your accountability to take the accurate measurements of your window. If you are unsure about any products or how to take the measurements, please call our customer services team for help before ordering or visit the online measuring guide on our website. You must check the product details and measurements of the goods before placing your order online or by phone and you are responsible for checking your order via the email confirmation. We cannot accept returns or refund the money if you have given us incorrect measurements as we will not be able to resell the goods as they are made to measure.

c) Made to measure products

Made to measure roller blinds are custom made to your precise requirements. Once made our products are suitable only to you and therefore cannot be cancelled or returned. For this reason, you must be certain about the product you want and the size you required. Please, take advantage of our free fabric sample service before placing an order to avoid disappointment. Familyrollo can not be held responsible if you dislike the colour or the overall quality of the product. We strongly recommend that you double-check your order to ensure that the products ordered and measurements taken are correct. This does not affect your statutory rights.

d) Refund

You must check the product details and measurements of the goods before placing your order online and you are responsible for checking your order via the e-mail confirmation. We cannot accept returns or refund the money if you have given us incorrect measurements as we will not be able to resell the goods as they are made to measure. We strongly advise that you check the e-mail confirmation of your order to ensure that you have placed the order correctly.

e) Measurement compliance

Please, note that fabric is cut by highly skilled professionals who will be as accurate as possible within a variance of +/- 3 mm. We will not replace the order if the sizes are within this tolerance limit and you will not be entitled to reject the goods.

f) Fabric colour

Most fabrics are dyed and therefore each batch can vary slightly in shade. Due to colour variations between product batches, we cannot guarantee shade matching for previous orders. Additionally, the sample despatched to you may also be slightly different in tone to the final order received.

2. Order processing and our contract:

a) Order cancellation or correction

When ordering your goods you are agreeing to a legal binding contract. According to Consumer Contracts Regulations 2013, made to measure goods, e.g. roller blinds are excluded from this legislation and the 7-day cancellation rights do

not apply. Cancellations are still possible and a full refund will be issued as long as products or parts of them have not been made. If your goods have already been made we are unable to refund your money. Telephone us as soon as possible if you wish to cancel or change an order and we can check if the order has gone into production. We strongly advise that you check the email confirmation of your order to ensure that you have placed the order correctly.

3. Costs

The price you will pay is the price shown at the checkout and on your confirmation email. (Deliveries to certain areas are subject to extra charges after an order has been placed, e.g. Republic of Ireland and the Channel Islands, we will inform you of the extra charge from the carrier as soon as possible and you have the option to cancel the order if the extra charge is not accepted.) On receipt of your confirmation email check to ensure you are completely happy with the price of the goods ordered.

4. Payment

When ordering products from the Familyrollo website we can only process your order when the goods ordered have been paid for in full by credit or debit card. Your payment card details will be encrypted to minimise the possibility of unauthorised access or disclosure. Authority for payment must be given at the time of order. You will be charged for items at the point of order. Our liability to you in connection with any order will not exceed the total price charged for the relevant items. We accept internet orders only from Web browsers that permit communication through Secure Socket Layer (SSL) technology. This means you cannot inadvertently place an order through an unsecured connection.

5. Acceptance of the cancellation:

We have the right to cancel your order if:

- a) A pricing error or typing error has occurred due to system failure within our database or website
- b) If you have ordered from an island or country where we do not deliver
- c) We have insufficient stock to make and deliver the goods ordered
- d) The goods ordered for a reason unknown to us have been discontinued

If for any reason beyond our reasonable control, we are unable to supply a particular item, we will notify you as soon as possible. No discounts or compensation can be offered under these unforeseen circumstances.

6. Delivery of your products

We establish an estimated dispatch time on the landing page of each product. Please, note that if we specify 7 days it means 7 working days from the moment payment reached our bank account (usually within 48 hours). The specified delivery terms do not apply during busy times of the year, e.g. bank holidays and the Christmas period. (Deliveries to certain areas are subject to extra charges after an order has been placed, e.g. Republic of Ireland and the Channel Islands, we will inform you of the extra charge from the carrier as soon as possible. You have the option to cancel the order if the extra charge is not accepted.) Delivery will be made to the address specified by you. Please, note that we can only deliver products within mainland UK. All deliveries will be made to you by our courier.

We do our best to secure delivery within the period quoted. We shall not be liable for loss caused by delay in delivery or for loss result out of any cause beyond our control. We advise you not to book a fitter to install roller blinds until the order has been delivered to you and you have checked that there are no mistakes and that all parts are complete.

7. Defective and damaged goods

All Familyrollo products are precise quality checked before dispatch but in the unlikely event that you experience any problems please e-mail us at store@familyrollo.co.uk

You have 14 days following receipt of your goods to report any damaged or defective goods due to manufacturing, or

damage caused while being in the delivery process. We will deal with your queries promptly and if necessary arrange for a replacement to be sent. We reserve the right to ask for digital pictures with regards to the issues reported or to ask for the product to be returned to us for inspection. This does not affect your statutory rights.

8. Guarantee

Familyrollo offers a 24-month producers guarantee on manufacturing faults. We reserve the right to either replace or repair the product and it may be necessary to return the goods to us for inspection before a replacement product being despatched. This does not affect your statutory rights.

9. General information

These Product Terms shall be governed by and construed following the laws of England and Wales and any disputes will be decided only by the English courts. If any of these Product Terms is held by any court of competent authority to be unlawful, invalid or unenforceable, in whole or in part, this will not affect the validity of the remaining Product Terms which will continue to be valid and enforceable to the fullest extent permitted by law.

We are committed to protecting your privacy. We will only use the information that we collect about you lawfully (following the Data Protection Act 1998).

We collect information about you for 2 reasons: firstly, to process your order and second, to provide you with the best possible service. We will not e-mail you in the future unless you have given us your consent. We will never pass your details on to any third party without your express permission. We will give you the chance to refuse any marketing email from us in the future.

The type of information we will collect about you includes:

- Your name
- address
- phone number
- email address

We will never collect sensitive information about you without your explicit consent. The information we hold will be accurate and up to date. You can check the information that we hold about you by emailing us. If you find any inaccuracies we will delete or correct it promptly.

The personal information which we hold will be held securely following our internal security policy and the law. If we intend to transfer your information outside the EEA (European Economic Area) we will always obtain your consent first.

We may use technology to track the patterns of behaviour of visitors to our site. This can include using a "cookie" which would be stored on your browser. You can usually modify your browser to prevent this from happening. The information collected in this way can be used to identify you unless you modify your browser settings. If you have any questions/comments about privacy, you should email us at store@familyrollo.co.uk