

TERMS & CONDITIONS

Please read the following terms and conditions applicable to the use of this website.

PRICES

Goods are charged at prices shown on the product pages on the date the customer places the order and are inclusive of VAT, prices are correct at publication, errors and omissions are excepted. Orders will be accepted at our published prices, otherwise, in the case of any unexpected change or error in price, you will be informed and asked if you wish to reconsider your order before proceeding. Any difference in price will need to be paid in full before the order is accepted. Darklight Design has the right to refuse any orders and should this happen you will be advised and refunded in full.

PRICE PLEDGE

We realize that price is important and we want you to be assured our prices are based on the recommended retail price. However, we are aware that some companies sell items for less.... For this reason we offer our Darklight Design price pledge, so if you see the same product on a different U.K website please let us know and we will match it, we will need a written quotation from the retailer to do this.

If you have found one of our products elsewhere at a lower price or you have any queries regarding the Darklight Design price match then please get in touch on 01189 882294 (International 00 44 1189 882294) or mail us @ sales@darklightdesign.com.

SECURITY

The Darklight Design website uses WorldPay as its secure payments provider, full details of their security measures can be found [here](#).

SHIPPING, DELIVERY AND POSTAGE AND PACKING

All relevant postage and packing, shipping or delivery charges are included for all orders over £300 for orders less than this we will charge £15. The goods you order will be delivered to the address you give when you place your order. We aim to dispatch all orders within 7 days of the item being in stock but please allow up to 14 days. During busy times, or for bespoke orders, this timeframe may increase. A working day is any day other than weekends, bank or public holidays. If delivery cannot be made to your address for reasons under Dark Light Designs control, we will inform you as soon as possible.

If you fail to take delivery because you have cancelled your contract under the Distance Selling Regulation, Darklightdesign.com shall refund or re-credit you within 30 days for any sum that has

been paid by you or debited from your credit card for the order, less any expenses incurred for failed delivery.

LOSS OR DAMAGED DELIVERIES

Goods should be checked on receipt or be signed for as 'unexamined' and if cartons or external packaging shows signs of damage, they should be signed for as 'received damaged'. Claims for shortages or damaged in transit should be notified in writing to the carrier and ourselves within two days of receipt and in the case of non-delivery, within ten days of the date of invoice. Regrettably, claims not signed for as 'received damaged' or not notified to us within this period CANNOT BE ACCEPTED as we are unable to claim from the carrier.

YOUR RIGHT OF CANCELLATION (DISTANCE SELLING REGULATIONS)

You have the right to cancel the contract at any time up to the end of 14 working days after you receive your order (see below). To exercise your right of cancellation, you must give written notice to Dark Light Design.com by letter, fax or email, giving details of the items ordered and (where appropriate) their delivery. Notification by phone is not sufficient.

If you exercise your right of cancellation after the items have been delivered to you, you will be responsible for returning them to Dark Light design.com at your own cost. The items must be returned to Unit 7 Brookside business Center, Church Road, Swallowfield, Reading, Berkshire, RG7 1TH.

You must take reasonable care to ensure the items are not damaged in the meantime or in transit. Once you have notified DarklightDesign.com that you are cancelling the contract, we will refund or re-credit you within 30 days for any sum that has been paid by you or debited from your credit card for the items. If you do not return the goods as required, Darklightdesign.com may charge you a sum not exceeding the direct costs of recovering the items.

GUARANTEE

The company's products are manufactured in accordance with the latest international standards. Components which develop faults, not caused by clients negligence, within the 12 month guarantee period will be repaired or replaced at our discretion. Any replacement parts supplied may be chargeable and invoiced at full value pending return of faulty parts for testing. Faulty parts returned within 30 days of receipt of replacements may be credited in full dependent upon result of testing. Under no circumstances can the company accept liability for labour charges, out of pocket expenses or damage incurred by defects however caused.

V.A.T. (VALUE ADDED TAX)

All prices on this website include a UK sales tax of 20% for V.A.T. This applies to UK customers and those resident within the European Union (EU). If you live outside the EU, this tax will be deducted from your order at checkout. Please note that to be eligible for a VAT reduction, we need to deliver to an address outside the EU.

RETURNS POLICY

We hope that you will be happy with your purchases. Should you wish to return anything to us, our returns policy is set out below. If we make a mistake with your order, or if the goods received are in some way faulty, we have a no quibble returns policy. Simply return the item and we will replace it with the correct one. We will pay your return delivery costs. Returns should be made within a reasonable time (usually 28 days) and in original, undamaged packaging. If you change your mind for any other reason, we are happy to exchange items, provided the goods are returned to us within 14 working days of their receipt, in the original packaging and in a saleable condition.

DISTANCE SELLING REGULATIONS

Distance Selling Regulations the customer is entitled to a full refund if they change their mind and cancel the order within 14 working days from the delivery date. It may take up to 28 days for this refund to be processed.