



Terms and Conditions

DELIVERY COSTS

Delivery costs to the UK are included in the price of these products.

All our product and delivery prices are inclusive of VAT.

DELIVERY INFORMATION

1.1 We deliver anywhere in Mainland UK, apart from the Highlands and Islands of Scotland.

1.2 We ship via a national courier which has a delivery time of 2 to 3 days. We can arrange for next day Special delivery, please [contact us](#) and we will advise you of the cost for this service.

1.3 We endeavour to process your order as quickly as possible and will usually despatch your goods within 2 days of you receiving the order, providing we have the product in stock. If an item is no longer available or is out of stock then we shall inform you and advise you of the expected delivery time.

In the case of "Hibba Stool" please allow up to 28 days for delivery. Other products that are custom made and personalised, please allow between 10 and 28 days for delivery.

We may contact you by telephone or email regarding your order so please ensure that you have provided us with these contact details. By placing an order you confirm that you have provided us the correct billing address of your debit/credit card and the correct delivery address if different to the above.

1.4 Please note that we cannot accept responsibility for delays in delivery caused by our suppliers, any other third party or other factors beyond our control. Hence we cannot be liable for an item that fails to arrive by a required date.

CANCELLATION RIGHTS

CHANGE OF MIND

5.1 We are fully compliant with the Consumer Protection (Distance Selling Regulations) Act 2000, which allows for a 7 day "cooling off" period. If you decide to return an item due to a change of mind then you must contact us first by telephone (0113 265 8318) anytime up to **7 working days** starting the day after delivery. Once we have confirmed that the goods can be returned, you must ensure that the item returned is **unused and in perfect re-saleable condition with all the original packaging** and instructions, otherwise we will be unable to refund you. Upon satisfactory receipt of the goods we shall issue a refund for the cost of the goods only, EXCLUDING ANY DELIVERY CHARGES THAT YOU HAVE PAID, either by cheque or the original method of payment. However, YOU WILL BE RESPONSIBLE FOR THE COST OF RETURNING THE ITEM BACK TO US. If our courier collects the item then we shall deduct a collection fee of £15 from the price of the goods and the balance shall be paid to you.

If you decide to arrange your own delivery then we would strongly recommend that you obtain a "Proof of postage" certificate from the Post Office (free of charge) as this will be required in the event of making a claim against Royal Mail for lost or damaged returns.

5.2 In the case of personalised products or any item that has been made to your specification, **we regret that we are unable to provide a refund on these items**. Such items are excluded from the Distance Selling Regulations Act 2000. If you are in doubt about placing an order for a personalised product then please contact us and we will be glad to assist you and provide further details.

DAMAGED GOODS

5.3 Our policy on returns does not affect your Statutory Rights as a consumer. If the goods are received damaged then we will offer you a full refund or if you prefer an alternative product. In such a case please contact us by phone on 0113 265 8318 in the first instance. **Please note that you must notify us of the damage by telephone WITHIN 24 HOURS OF ACCEPTING DELIVERY. We are unable to entertain any claim for damaged goods after this time period. This is a condition imposed by our carriers.**

We will then decide the most cost effective method for returning the product back to us. Once we have decided the method of return we shall pay for the reasonable return carriage of the goods. When returning an item back to us please enclose all the packaging, instructions, leaflets etc that came with the product, together with a brief explanation of the fault. If you decide to arrange your own delivery we recommend that you obtain a Proof of Postage from the Post Office when returning the item back to us as we would be unable to refund you the postage costs without this certificate.

In the case of personalised products or any item that has been made to your specification, we regret that we are unable to provide a refund on these items. Such items are excluded from the Distance Selling Regulations Act 2000. If you receive such an item that has been damaged then we will repair or replace the product. Where this is not possible, a full refund will be offered.

FAULTY GOODS

In the unlikely event of your item developing a fault, our policy for faulty items is set out as follows:

5.4 If your product develops a manufacturing fault within 7 days of **accepting delivery** we will offer you a full refund or a replacement item.

5.5 If your product develops a manufacturing fault after 7 days of **accepting delivery, but within 3 months**, we will aim to repair the product by sending out replacement parts to the customer's address. Where this is not possible we will undertake the carriage costs incurred to get the item back to our warehouse for repair. We will aim to get the item repaired and back to you within 28 working days and if this does not happen we will replace the item. Where a replacement is not available a full refund will be offered.

5.6 Our warranty does not cover any item that is over 3 months old, unless there is a separate manufacturer's warranty in place. Please check with us and we shall advise if such a warranty applies to your product.

WEEE & Recycling

If you're buying a new electrical item, we will recycle your old one for free

Many electrical items can be repaired or recycled, saving natural resources and the environment. If you do not recycle, electrical equipment will end up in landfill where hazardous substances will leak out and cause soil and water contamination – harming wildlife and also human health.

We are pleased to offer our customers the chance to recycle their old electrical items.

Under the Waste Battery Regulations, we are now offering a take back scheme for all portable waste batteries. You can return your waste batteries to the office at the following address:

Hibba Toys (UK) Ltd

Suite 2, The Evergreen

29 Whinmoor Gardens

Leeds, LS14 1AF

Alternatively, you can find your local waste portable battery recycling facility at www.recyclenow.com

To remind you that old electrical equipment can be recycled, it is now marked with a crossed-out wheeled bin symbol. Please do not throw any electrical equipment (including those marked with the crossed out wheeled bin symbol) in your bin.

What is WEEE?

The Waste Electrical or Electronic Equipment (WEEE) Directive requires countries to maximise separate collection and environmentally friendly processing of these items. In the UK, distributors (including retailers) must provide a system which allows all customers buying new electrical equipment the opportunity to recycle their old items free of charge..

As part of the regulations, we as a retailer offer our customers the option to return their WEEE free of charge when purchasing a similar item or an item for similar use as their old equipment.

Find more information on WEEE recycling visit www.recyclenow.com

Important

All Things 4 U aims to provide a complete, personal and prompt service to all customers. Our business has developed by understanding our customers' requirements and ensuring that our products are unique and meet the highest quality standards.

1. PRODUCT DESCRIPTION

1.1 We aim to describe each product as accurately as possible. However, where products are made to order or individually hand crafted, this may cause the materials, design and colour to vary from those illustrated. Consequently we cannot be held responsible for any changes to the final product as a result of the above.

1.2 You are responsible for checking that all the personalisation details you have provided are correct. Alterations cannot be made once we have commenced work on personalised products. If you decide that you want to change your order after this has been submitted to us we will endeavour to contact our manufacturer in time to effect the change. Please note that we cannot promise that the change will be effected, especially if you inform us more than 2 days after submitting your original order. In such circumstances we suggest that you contact us by phone (0113 265 8318) immediately.

1.3 Due to the specialised nature of some of our products, if your order cannot be fulfilled to your specification, we will inform you and propose other alternatives. Should you not be satisfied with the proposed alternatives then you will be entitled to a full refund of any amount paid.

2. PASSING OF RISK

2.1 The risk in the goods shall be passed to you upon delivery of the product. Our liability in relation to delivery will end at this stage. However, we will always retain the title to the goods until payment for the goods has been received at our office and any funds cleared, where applicable. **IT IS YOUR RESPONSIBILITY TO CHECK THE GOODS UPON DELIVERY. WE CANNOT ACCEPT ANY CLAIM FOR DAMAGED GOODS UNLESS NOTIFIED TO US WITHIN 24 HOURS OF ACCEPTING DELIVERY. THIS CONDITION IS IMPOSED BY OUR CARRIERS.**

3. GENERAL

3.1 We reserve the right not to produce any order that we deem unacceptable. In such circumstances we will refund in full the amount you have paid.

3.2 We reserve the right to alter our terms and conditions, products and prices without giving prior notice. It is your responsibility to check whether there has been any variation to any of our terms and conditions.

3.3 All Things 4 U will attempt to ensure that the details on the website are accurate and up to date. However, we cannot guarantee that our website is free of any discrepancies. We do not make any warranties that our site is free of viruses or other disruptive properties. We therefore cannot be held responsible for errors or omissions.

3.4 All warranties, whether made expressly or by implication in respect of this website or the content, information or products included in the website including, without limitation, warranties regarding merchantability and fitness for specific purpose are hereby excluded as far as permitted by law. This does not affect your statutory rights as a consumer.

3.5 Our liability in contract, negligence, tort, pre-contract or other representations or otherwise arising in connection with the supply or contemplated supply of goods shall be limited in aggregate to all the sums paid by you to us. We cannot be held liable for any consequential or indirect loss, whether this be loss of business, profits, or damages of any kind whatsoever in contract, tort or otherwise arising out of the use of our website or the products and services offered. Nothing in these purchase terms shall exclude or limit liability for death or personal injury resulting from our negligence or fraudulent misrepresentation.

3.6 Our terms and conditions are governed by the laws of England and you hereby consent to the exclusive jurisdiction of the English Courts.

4. PRIVACY POLICY IN RELATION TO THESE PRODUCTS

4.1 We keep a record of your purchases with us so that we can deal a lot quicker with any queries you may experience with your order.

4.2 We keep a record of any e-mail correspondence you send us. This helps us to identify and reply to any problems or concerns with our products or services.

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