

General

This is an agreement between you and Knights of Arley Ltd (registered in England and Wales under company number 12471932 and with our registered address as Unit 2 Duke Meadows Farm, Grendon Road B5000, Grendon, CV9 3DP. This agreement covers both the process of placing an order on our website and the general use of our website. If you disagree with this agreement (either in part or in full) then please stop using our website immediately.

We may change these terms and conditions at any time. Any changes will apply to any orders that you place after the time we update the terms and conditions on our website. The changes will not apply to any order that you have placed before we make the change.

We have taken care to ensure that our website and these terms and conditions do not contradict each other. However, if there are any inconsistencies or contradictions, then these terms and conditions shall apply instead of any contradictory or inconsistent part of our website.

These terms and conditions do not affect your statutory rights.

Accuracy of data

We endeavour to ensure that all data presented on this website, including but not limited to: pricing, product descriptions, order history, account information and delivery information; is accurate at the time of request, however we do not guarantee the accuracy of this data and accept no liability for any loss incurred due to inaccurate information. Certain areas of our website are only updated once daily due to technical limitations, where possible we have highlighted this data accordingly.

Placing an order online

When an order is placed using our website you are creating an offer for the sale of the items in your basket, we retain the right to accept or decline such offer. Any payment made during this process is provisional and does not represent an acceptance of your order; we will refund any such payment if we decide to decline your offer.

Acceptance of your order is in effect from when your items are delivered or collected from us.

Terms of sale

Orders are accepted on the understanding that prices ruling at the date of despatch will apply, and on the following conditions and terms:

1. The prices listed are including delivery to UK mainland unless otherwise stated in the product screen.
2. Shortage or damage must be notified to ourselves within 24 hours verbally and confirmed in writing within 3 days.
3. Non-delivery must be advised within 7 working days of the despatch date show on the invoice.
4. No goods can be returned without our agreement and up to a 20% handling charge may be made.
5. All prices listed are for single units unless specified and VAT is not applicable.
6. Payment is required by Paypal, BACS, Proforma invoice or Credit or Debit Card (Visa, V PAY, Mastercard, Maestro, American Express, Discover, Diners Club, or Union Pay logo as well as NFC payments via Google and Apple Pay).

7. Knights of Arley Ltd retains title and ownership of all goods supplied by them until payment has been received in full.

8. To qualify for the quantity rate discounted price on certain products the items must be ordered on one order, the discounted price cannot be applied to subsequent orders placed for the item(s).

9. All gas appliances and associated spare parts must be installed by a Gas Safe registered installer.

Terms of delivery

If the item is in stock, we will despatch your order within 48 hours of the payment clearing. Knights of Arley Ltd will not be responsible for any loss whatsoever in the event of late delivery of goods. Late delivery will not be accepted as a breach of contract. Any loss or damage to the goods is to be reported within 24 hours after receipt. Knights of Arley Ltd will not be liable for shortages or defects that are not reported within 24 hours following the receipt of goods.

Limitation of liability

We Shall not be liable to you for any loss or damage:

Where there is no breach of a legal duty owed to you by us or by our employees or agents;

Where such loss or damage is not reasonably foreseeable to us when we accept your order; or

To the extent that any increase in loss or damage results from breach by you of any term of the contract. Our maximum liability to you under the contract shall be to the value of the goods that you ordered.

Nothing in these terms and conditions excludes or limits our liability for death or personal injury caused by our negligence or fraudulent misrepresentation or for any other liability that we are not permitted by law to exclude or (as the case may be) limit.

Images

Images of goods on our website are for illustrative purposes only and may differ slightly from the actual goods.

Law

These terms and conditions and the contract are subject to English law.