

Our Terms and Conditions

1. Carriage and Packing

- Carriage and Packing will be incorporated into our written quotations

2. Value Added Tax

- Will be added based on the current rate.

3. Minimum Order

- We normally have a minimum order value of £50.00

4. Placing an Order

- Orders will only be accepted when the customer returns the original signed and dated copy of our 'Acceptance of Quotation' along with the relevant deposit. Companies and organisations must also provide a purchase order.

5. Prices

- We will maintain published prices for as long as possible - however, prices are subject to change without prior notice. Prices quoted in writing will remain in place for 3 months and are subject to revision in the event of any increase in costs incurred by Sensory UK Limited. Once our quotation is accepted in writing and the relevant deposit paid the price may still be subject to change should installation and delivery not be completed within 90 days of the sales date.

6. Payment

- Payment is due as follows: 50% up front and the remaining 50% (balance) must be paid upon completion. Payment must be made payable to Sensory UK Limited. Sensory UK Limited are entitled to charge interest on overdue payments at 3% per annum over the base lending rate for the time being of HSBC. Payment can only be accepted via cheque or BACS.

7. Risk and Title of Goods

- Risk in goods supplied will pass on delivery. Title in the goods shall remain with Sensory UK Limited until payment in full has been made.

8. Goods

- All goods are offered subject to availability.

9. Delivery Dates

- Delivery dates quoted are estimates only and are not guaranteed and Sensory UK Limited shall not be liable for any delay in delivery or any consequence thereof

10. Receipt of Goods

- The goods when received will include a Delivery note which should be checked carefully with the contents. Any discrepancy should be notified to us immediately.

11. Wrongly ordered Goods

- If goods ordered by customers are genuinely ordered in error, the company will discuss with the customer the possibilities of returning the goods. In

instances where this is agreed the company may impose a charge for handling, packing and delivery.

12. Claims for Shortages and Missing Goods

- Notification of damage or shortage must be made to Sensory UK Limited within THREE DAYS of receipt of goods. If goods are damaged on receipt you may either refuse delivery, or sign the carrier's delivery note "damaged in transit" and inform us immediately.
- Notification regarding non-delivery or part of a consignment must be made to the Company with 3 days from the receipt of the goods, otherwise no claim can be entertained.
- Please do not attempt to return any goods without prior authorisation. In the event of a query, contact our Customer Service Department who will advise you how to proceed.

13. Returned Goods

- Sensory UK will not accept back goods which are made to order or have a covering material colour chosen by the customer. Sensory UK will not accept any returns of Special Order goods. Other products may only be returned in a fully re-saleable condition. Such products will be subject to a restocking charge of 15%. All returns must be accompanied by a returns authorisation, obtainable from our team of sales advisors. Without this number no return will be accepted. Your statutory rights are not affected.

14. Website Descriptions

- We have taken great care to ensure our website descriptions and illustrations are clear and accurate. Our policy is continual improvement; subsequently some products may vary slightly from those described. All colours and sizes are approximate. The reproduction of colours is as accurate as photographic and printing processes allow. The company reserves the right to alter designs and specifications without prior notice.

15. Faulty Goods and Liability

- Sensory UK Limited guarantees that all goods supplied shall be of suitable quality and free of defects of material or workmanship and will replace or at its option repair all such faulty goods notified to it within twenty eight days of delivery. All other warranties conditions guarantees or representations express or implied are excluded and Sensory UK Limited (apart from its liability to replace or repair faulty goods in accordance with these terms) shall not be liable for any loss, damage or injury whatsoever consequential or otherwise due to or caused by any defects or deficiencies in or by the use of goods supplied.