

PRODUCT RETURN FORM

abode

Please return to the following address:

Abode
Returns Department
Unit L Zenith Park
Whaley Road
Barnsley
S75 1HT
TEL: 01226 283434

Please complete all the sections below, print this form and enclose with your parcel. Where possible we expect the product to be returned in its original packaging. Please note it is your responsibility to ensure the parcel arrives back with us safely and we would recommend you use a suitable postal service to ensure proof of delivery.

ORDER NUMBER

NAME

DATE ORDER PLACED

EMAIL ADDRESS

ADDRESS

ITEM RETURNING

QUANTITY

REASON FOR RETURN

INCORRECT ORDER

FAULTY

DAMAGED

OTHER

COMMENTS

IF OTHER OR FAULTY PLEASE STATE REASON:

FOR INTERNAL USE ONLY

INITIAL

DATE

ITEM RECEIVED BACK IN SALEABLE CONDITION

Terms & Conditions

1 Definitions

- 1.1 These terms apply to Abode, a division of Norcros Group (Holdings) Limited (the vendor"), located at Unit L, Zenith Park, Whaley Road, Barnsley, S75 1HT
- 1.2 These terms cover the supply of all our products and services (the "goods") from the vendor.
- 1.3 The contract is subject to your right of cancellation.
- 1.4 Any contract between you and the vendor is subject to these terms and conditions.

2 Description and Supply

- 2.1 Any images shown on the web site are for illustration only.
- 2.2 The contents of this website and all images contained within are copyright of Abode, a division of Norcros Group (Holdings) Limited and cannot be used or reproduced without written prior permission.
- 2.3 We do not warrant the suitability of goods for a particular purpose, please check specifications and suitability with us before ordering.
- 2.4 The vendor is not responsible for minor variations in specification or description that are unavoidable or arise as a result of manufacturer changes.
- 2.5 If the vendor cannot supply the goods ordered by you, the vendor reserves the right to offer goods of equal or superior quality at no extra cost. If you do not wish to accept the alternative goods offered, you may cancel the order.

3 Price

- 3.1 The vendor reserves the right to vary the quoted price of the goods either upwards or downwards in line with fluctuations in the market price.
- 3.2 Every effort is made to ensure that prices shown on the vendor's website are accurate at the time you place your order. If an error is found, the vendor will inform you as soon as possible and offer you the option of reconfirming your order at the correct price, or cancelling your order. Unconfirmed orders will be cancelled after 14 days.
- 3.3 The price for all UK residents will include VAT charged at the prevailing rate (currently 20%).
- 3.4 You may be required to pay a delivery charge for the goods.
- 3.5 Price lists do not constitute a quote or offer.

4 Payment

- 4.1 Payment is made in Sterling unless otherwise agreed by an authorised representative of Abode, a division of Norcros Group (Holdings) Limited.
- 4.2 Payment is accepted by credit or debit card, cheque, or via Paypal.
- 4.3 All cheque payments will be subject to a 5 day clearance period before the product is dispatched.

5 Confirmation and Contract

- 5.1 The vendor is entitled to refuse any order placed by you.
- 5.2 A confirmation of receipt of your order request will be sent by email when you order. This does not constitute an acceptance of your offer, and does not constitute formation of a contract.
- 5.3 A legally binding contract will be created when payment is taken for your order and at this point in time these terms and conditions will apply.
- 5.4 The goods are subject to availability. If on receipt of your order the goods you have ordered are not available in stock, the vendor will inform you as soon as possible and refund or re-credit you for any sum that has been paid by you for the goods.

6 Property, Risk and Title

- 6.1 The goods remain the property of Abode, a division of Norcros Group (Holdings) Limited until paid for in full.
- 6.2 The vendor shall be entitled to recover payment for the goods notwithstanding that ownership of any of the goods has not passed from the vendor.

7 Right to Cancellation

- 7.1 If the vendor cannot deliver the goods within 30 days you have the right to cancel the order.
- 7.2 In accordance with The Distance Selling Regulations (2000) you have the right to cancel an order to up 7 working days beginning from the day after the day of receipt of goods.
- 7.3 To cancel your order you must give notice to the vendor by telephone
- 7.4 If you cancel after the order has been dispatched then you will be responsible for returning the items to the vendor at your cost. The items must be returned to the following address; ABODE SHOP RETURNS, Abode, Unit L, Zenith Park, Barnsley, S75 1HT. You must take reasonable care to ensure the goods are not damaged in the meantime or in transit. Proof of postage is not proof of delivery.
- 7.5 Once you have notified the vendor of your cancellation you will be refunded any sums that you have been paid except where the order has been received by you, when you will be re-credited once the goods have been returned to the vendor.

8 Claims

- 8.1 If the goods supplied by the vendor are damaged on delivery, non-functional on arrival, missing any part, or differing in quality or description from what was agreed, you should notify the vendor by telephone or email within 48 hours. This period may be extended at the sole discretion of the vendor.
- 8.2 Please check before signing for the number of parcels you receive as no claim for missing parcels from consignments shall be accepted if you have signed for the correct number of parcels upon delivery. If you have an issue please contact us as soon as possible.
- 8.3 Please check all packages externally for damage before signing. If you are unable to check the condition of the goods upon delivery or see visible damage you have the right to reject the parcel which will be returned to us.

9 Warranty

- 9.1 All goods supplied by the vendor are supplied with a warranty that guarantees that the goods will be free of defects. Please refer to the warranty information page for further details.
- 9.2 If the goods supplied to you develop a defect while under warranty or you have any other complaint about the goods, you should notify the vendor via telephone or email as soon as possible.
- 9.3 Any warranty does not affect your statutory rights as a consumer.
- 9.4 You shall, unless otherwise confirmed in writing, be responsible for all carriage, telephone, postal and other incidental charges incurred during the warranty period.
- 9.5 This warranty does not apply to any defect in the goods arising from fair wear and tear, wilful damage, accident, negligence by you or any third party, use otherwise than as recommended by the vendor, failure to follow the vendor's instructions, or any alteration or repair carried out without the vendor's approval

10 Returns

- 10.1 No goods will be accepted back unless notification of cancellation is provided, and received back complete, and in vendor stock condition, including, but not limited to, the packaging, accessories, and manuals. The distance selling regulation gives the consumer seven working days, starting from the day after delivery, to cancel the contract. All goods must be returned within a reasonable time by the consumer. A refund of monies paid by the buyer will then be made.