

Stovesonline terms and conditions

Terms and Conditions

We have tried to keep our terms and conditions as easy to understand as possible without recourse to legalese jargon. There are two main sections, the first section has information about of terms and conditions of sale, the second section has terms and conditions for the [use of our websites](#). If you cannot understand anything here or feel it is unclear then please do contact us.

"Us" and "We" means Stovesonline Ltd and any website owned by Stovesonline Ltd. "You" means the viewer of one of our websites and/or a customer of Stovesonline Ltd (a customer is is someone who has placed an order with us directly or through a website owned by us). Where Stovesonline Ltd own a website this will be clearly visible on the about us page of the website.

Contacting us means emailing us, phoning us, or writing us a letter to the address below. We generally prefer email as it is fast and we then have a clear record of the communication.

Here we give you information about cancelling an order, faulty goods, damages, incorrect parts being sent out, items not in stock, items lost in transit, refunds, restocking charges (there are none), how to pay for your order, delivery of your order, and discuss the fact that information on our website may not be correct (although we obviously try to keep it up to date).

Stovesonline Ltd, Capton, Dartmouth, Devon, TQ6 OJE

Tel:0845 226 5754 | E: info@stovesonline.co.uk | W: www.stovesonline.co.uk

VAT no. 801261871 | Registered in the England and Wales | Company no. 04636920

Stovesonline Ltd contact information

Website: www.stovesonline.co.uk

Email: info@stovesonline.co.uk

Telephone: 0845 226 5754 (This is a local rate number)

Stovesonline Limited is registered in England and Wales.

Company number: 04636920

Vat number: 801261871

Registered office:

STOVESONLINE LTD

CAPTON

DARTMOUTH

DEVON

TQ6 0JE

When you order with us you agree to our terms and conditions

When you place an order with us you are agreeing to our terms and conditions which are detailed below.

Faulty/defective goods

If something faulty has been sent to you please let us know as soon as possible and we will send you replacement(s) free of charge. You have up to 6 months from receipt of the goods to let us know that they are faulty.

Where it is clear that the parts were faulty when you received them we will send replacements or repair the item free of charge as soon as possible.

This is in addition to the manufacturer's guarantee/warranty. Damage in transit is not the same as faulty goods.

Please contact us first if you receive faulty goods - we will not pay for replacement parts or repair services arranged without our consent.

Damage in transit to you

When you receive your order we ask that you check the order when it arrives. If you have not checked the order please sign for it as "unseen" or "unchecked". If anything is damaged please let us know as soon as possible.

You have up to 3 days from receiving the order to let us know if something was damaged. Within that 3 day period we will replace or repair free of charge any items that were damaged.

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Please contact us first if you receive damaged goods - we will not pay for replacement parts or repair services arranged without our consent.

Incorrect parts sent or specified

If incorrect parts have been sent then please let us know as soon as possible and we will send replacement parts free of charge as soon as possible. We will usually arrange collection of the incorrect parts at the same time. Sometimes we may ask if you would be willing to send the incorrect parts back to us in which case we would of course refund the cost of sending those parts back to us to you as well.

Please let us know within 3 days of receiving the parts.

Extra flue parts sent out

When you are installing a flue system it is not always as it seemed on paper, it can be really useful to have a few extra parts to hand, some odd lengths, a couple of bends, etc. For this reason we will often include extra flue parts in your order which you may end up needing. We will only do this after discussing it with you - we won't just send you lot's of extra parts without you asking for them. You will end up having to return the unused parts to us - often this is better than not having the right part to hand on the day you are installing. You pay for and arrange the delivery of these extra items back to us. It is up to you to ensure that the items are looked after, well packaged, and sufficiently insured during transit to us. If items come to us damaged (this does happen) then this will be taken into account.

You can read more about returning extra flue items on our [delivery page](#).

Out of stock items

If something is out of stock then we will let you know as soon as we can. Often we can arrange to have the missing item sent out as soon as it comes into stock, or you may wish to have the whole order sent a little later but complete. We can also sometimes arrange for substitute items to be sent out as long as you agree to that.

If you would like to cancel your order because something is out of stock then you can do so.

Lost in transit

If goods are lost in transit then please let us know as soon as possible, We will then chase up the delivery and if it cannot be found we will send out

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replacements free of charge. If the goods have been lost in transit then you can of course cancel the order if you so wish.

Refunds

We will refund you for cancelled orders within 30 days of the order being cancelled. We may refund straight back to the credit/debit card that was used to pay for the order or by cheque sent by first class post.

We cannot return deposits on non stock items which have been ordered in especially for you.

Cancelling an order

You can return any goods to us within 7 days of receiving the goods. The only exceptions to this rule is flue liner (where the liner has been cut to length from a roll) and custom made flue parts that we have had made for you especially. If you cancel the order then it is up to you to return the goods to us - we can of course make some suggestions as to carriers that you might choose to use. While you have the goods and while they are in transit it is your responsibility to take reasonable care of them. If they arrive back to us damaged then this will be taken into account. For this reason we recommend that you ensure that the goods are sufficiently insured for their return journey to us. Where you are cancelling and returning the whole order to us we will also refund the cost of the original delivery to you (but not the cost of the delivery back to us). To cancel an order please simply contact us.

How to pay for your order

You can pay by credit/debit card over the phone, by cheque (details will be on your invoice), or by bank transfer - please contact us to arrange bank transfers.

Delivery of your order

Delivery to mainland UK is either done by big truck delivery on a pallet if the order is large, or by courier delivery in a smaller van if the order is smaller. Delivery is usually within 7 days of ordering depending on the location and type of delivery. Stoves going to the Highlands and Islands can take a bit longer (I guess you are used to this, but then you live in an amazing part of the world). Some items have to be ordered into stock for you in which case it would say this on our website or we would inform you directly. We would then send them out to you once they come in to us.

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Where will the goods be delivered?

The delivery driver will (as far as possible) deliver to your door. The delivery driver will not help you inside with the goods. If a driver is particularly helpful and you persuade them to help you take goods inside then you do so at your own risk. For example if your carpet is damaged then you would have to pay for this, not the driver, and not us. If you do not agree to this then please do not ask the driver for help in taking goods inside.

If you have a gravel driveway or narrow access then the driver is unlikely to be able to take to goods right up to your house - this applies especially to large orders delivered on a pallet so that is a stove delivery or a large flue order. If this is the case please let us know and we can arrange for a small delivery vehicle to deliver to you (at extra cost), or make arrangements to get the goods from a place where the delivery driver can reasonably deliver them to your house. If in doubt contact us before delivery is arranged.

Re-delivery charges

If a pallet has to be redelivered because there is no-one to accept the delivery of the pallet on the arranged date then a redelivery charge may be due. We will contact you if this is the case.

What if the delivery is late

Delays whilst in transit are possible and are out of our control. Please let us know if your order has not arrived and we will chase it up for you. For this reason we recommend that you ensure that you have all the goods first before booking in installers/builders.

For this reason also we are not liable for any costs incurred as a result of a delivery being late - see the item below.

You can read more about our deliveries on our [delivery page](#).

Costs incurred by you

We are not liable for any costs incurred by you or any loss of earnings. For example if a delivery is late and you have to rebooked an installer then we are not liable for any extra charges that installer may charge you. Neither are we liable for any loss of earnings as a result of you taking time off work to accept a delivery even if it is late.

Prices

All the prices shown on our websites include VAT. Although we make every

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effort to keep our price information up to date on our websites mistakes are possible. Where a price has been incorrectly shown we will let you know as soon as possible. You may wish to cancel the order if you find that the price is higher than expected which is perfectly OK.

Your details

We hold information such as your name and address. This is necessary for our accounts and to easily look up your order or contact you if we have to. We do not hold data that we may not need and we do not store any credit card details. There are security policies in place in case of unauthorised data access attempts. We do not sell or give your information out to any third party. If you have not made an order with us then we will delete any of your details that we hold if requested.

You can read more about this on our [privacy policy page](#)

Use of our website and the information on it

Welcome to our website. If you continue to browse and use this website you are agreeing to comply with and be bound by the following terms and conditions of use, which together with our [privacy policy](#) govern our relationship with you in relation to this website.

Website content and use of our websites

If you continue to browse and use this website you are agreeing to comply with and be bound by the following terms and conditions of use, which together with our privacy policy govern our relationship with you in relation to this website.

We describe products as best we can on our websites and give a lot of useful information about them. We try to keep our information up to date however details can change. If a detail is critical to you then we advise that you double check with us first before ordering. If you think that something is incorrect on our website please let us know as soon as possible.

Pictures of products on our websites are designed to give an idea of what the product looks like but you may find that the product looks slightly different in your home. Things like lighting and colour schemes can have a big effect on what something looks like. For example very bright lights shining on a black stove can make it appear grey in colour.

If you think that a picture on one of our websites shows a product in a misleading way then please let us know as soon as possible - we will never knowingly publish misleading or incorrect product descriptions/images.

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