

LIGHT KITS LIMITED (trading as Unlimited Light)

TERMS AND CONDITIONS OF BUSINESS

### **Ordering Information**

Purchasing your fibre optic lighting kit from Unlimited Light is easy & secure.

#### How to Order

Most of our products can be purchased online from this website. Some custom (bespoke) products require us to talk to you, so please contact us by telephone or email.

Alternatively, to order any kit by telephone, please call us on 01890 883522, or fill in the contact form on the contact us page and we will call you back.

Our phone lines are open 8.30am to 5pm Monday to Thursday and 8.00am to 3.30pm on a Friday.

#### Payment Methods

Online payment is processed by PayPal. Note that you do not need a PayPal account to use this service – all major credit cards are also accepted.

We accept payment over the telephone using all major credit cards.

#### When Will I Receive My Order?

For standard kits, orders received before 1pm are despatched the same day.

For orders after 1pm, the goods will be despatched the next working day.

Kits which are being delivered to a UK address should be delivered the next working day after despatch. For international orders, delivery is normally within 3 days of despatch.

#### Problems or Questions?

If you have any questions or need any advice before or after purchase, please feel free to get in touch.

Our team of fully trained sales advisors are more than happy to take your call. Opening hours for telephone calls are 8.30am – 5pm Monday – Thursday and 8.30am – 3.30pm Friday.

### **Delivery Information**

#### Delivery to the UK – for all standard products

All orders are delivered free within the UK using a carrier of our choice.

Orders received before 1pm Monday to Friday are despatched for next day delivery, however we cannot guarantee that they will arrive next day.

Orders received after 1pm or at the weekend / holiday times are despatched the next working day, again for next day delivery.

#### Delivery to EU countries

All orders to other EU countries are charged at £35 per item (or the current Euro equivalent) and are sent using a carrier of our choice.

Orders to these countries are despatched the next working day after we receive the order.

Delivery can normally be expected within 3 days of despatch.

#### Delivery to other European (non EU) countries

All orders to non EU European countries are charged at £40 per item and are sent using a carrier of our choice.

Orders to these countries are despatched the next working day after we receive the order.

Delivery can normally be expected within 3-5 days of despatch.

#### Tracking your delivery

You will be notified by email when your kit is despatched, and a tracking number will be supplied to allow you to track the courier delivery.

#### Problems or questions?

If you have any questions regarding the delivery of your product please feel free to get in touch.

Our team of fully trained sales advisors are more than happy to take your call. Opening hours for telephone calls are 8.30am – 5pm Monday – Thursday and 8.00am – 3.30pm Friday.

You can call us on +44 (0)1890 883522 or email [orders@unlimitedlight.com](mailto:orders@unlimitedlight.com)

*Please ensure that items are not damaged before signing for them from the courier.*

### **Cancellation and Returns Policy**

We want you to be happy with your product and we take great pride in our customer service. If however you ever need to return an item, we're here to make things as simple as possible.

This Cancellation and Returns Policy only applies to consumers and not business to business transactions.

At Unlimited Light, we understand circumstances can change and that you may need to cancel your order or return a product you have purchased from us.

Whatever your reason, as with any purchase, your order with Unlimited Light is a legal agreement. This applies to any orders that may need to be cancelled, and products already delivered that may need to be returned.

Below we will cover how to cancel an order or return a product under the terms of your contract. By following the steps below, returning or cancelling your order can be straightforward.

### 1. Your right to cancel

You have the right to cancel your order with Unlimited Light starts the moment you place your order and ends 14 days from the day you receive your goods.

If your order is being delivered in multiple shipments your right to cancel ends 14 days from delivery of the last item.

During this 14-day period you can cancel your contract at any time, without giving us any reason for doing so.

To exercise your right to cancel, please inform us as quickly as possible of your decision to cancel your contract in a clear statement by letter, email or fax. It's important to bear in mind that if you wish to cancel your contract, you are responsible for demonstrating you have done so. We always recommend you use a traceable postage method or setting a 'read' receipt on your email to avoid any queries.

A sample cancellation form can be found in Section 4 below.

Please make sure to send your letter, email or fax exercising your right to cancel within the 14-day cancellation period to ensure that we are informed of your decision to cancel your contract.

However you wish to contact us, you can find our details below.

Address:

Unlimited Light Ltd

Home Place

Coldstream

TD12 4DT

Telephone: 01890 883522

Fax: 01890 883271

Email: [orders@unlimitedlight.com](mailto:orders@unlimitedlight.com)

### 2. Effects of cancellation

If you cancel your contract with Unlimited Light, we will reimburse all payments we have received from you, including the costs of delivery. However, we are not able to reimburse any supplementary

costs you may have paid if you chose an alternative type of delivery to the standard delivery that we offer.

Please be aware that a deduction will be made if the value of the goods has been reduced as a result of you handling the goods more than was necessary.

We always aim to reimburse your money as soon as possible, the time this takes will depend on the personal circumstances of your cancellation, but will be no later than 14 days after:

- we receive the products you have returned, or
- we receive evidence that you have returned the products you purchased, or
- you inform us of your decision to cancel your contract, if no products were supplied.

Your reimbursement will be made through your original payment method used to place your order, unless you have expressly agreed otherwise. You will not incur any fees as a result of us making a reimbursement payment to you.

You must exercise care when returning products to us. You must send back the products or physically hand them over within 14 days of informing us that you wish to cancel your contract, and we must receive them before the day 14-day period has ended. You are responsible the cost of returning the product and for insuring returned products. We recommend you obtain proof of postage as we cannot be held responsible for returned goods that we do not receive.

### 3. Restrictions on rights to cancel contracts for bespoke products

For bespoke items that are made to your specification refunds are only given if the product is found to be faulty. The products and options listed on our website are our standard products, bespoke items are any product or product options that are not available to purchase directly through our website.

### 4. Sample cancellation form

If you wish to cancel your contract with Unlimited Light, you can use the form below as a guideline for your letter, email or fax to inform us. You aren't required to use this form, but it will ensure that all the information needed to cancel your contract is included.

To:

Unlimited Light Ltd

Home Place

Coldstream

TD12 4DT

Telephone: 01890 883522 / Fax: 01890 883271

Email: [orders@unlimitedlight.com](mailto:orders@unlimitedlight.com)

I/We [\*] hereby give notice that I/We [\*] cancel my/our [\*] contract for sale of the following goods  
[\*]/for the supply of the following service [\*]

Ordered on [\*/received on [\*/

Name of consumer(s):

Address of consumer(s):

Signature of consumer(s) (only required if this form is notified on paper),

Date:

[\*] please delete as appropriate

5. I received incorrect or faulty goods

If incorrect or faulty goods are supplied by us, we will replace or refund these, we will cover the cost of the return carriage.

6. My item was damaged in transit

If goods are damaged in transit, you MUST sign as such with the courier. Please keep all documentation and packaging and contact us within 7 days of receipt for returns instructions.

7. General Information

Unlimited Light cannot be held responsible for any related expenses such as loss of earnings, electrician's fees etc. incurred in the event of faulty or missing items being supplied.

8. Standard Warranty

A one year return-to-base warranty is provided on all products with the exception of lamps (light bulbs).