

TERMS & CONDITIONS OF TRADING

These conditions apply to all contracts entered into by Parlane Living Ltd (the Seller). By placing an order, the Buyer agrees to deal with the Seller to the exclusion of all other terms, conditions, warranties or representations. The Seller may vary these conditions at any time subject to giving reasonable notice. The construction, validity and performance of the contract and these conditions are governed by the Law of England and the parties accept exclusive jurisdiction of the English Courts.



1 CARRIAGE TERMS AND MINIMUM ORDER VALUES

MAINLAND UK

Minimum order £500.

Orders above £500 will be delivered carriage free.

Below this amount a charge of £100 will be applied.

Overnight delivery is not available.

N. IRELAND, EIRE & HIGHLANDS AND ISLANDS (STERLING)

Minimum order £750.

Orders above £750 will be delivered carriage free.

Below this amount a charge of £100 will be applied.

Overnight delivery is not available.

EIRE (EUROS)

Minimum order €1000.

Orders above €1,000 will be delivered carriage free.

Below this amount a charge of €95 will be applied.

Overnight delivery is not available.

CHANNEL ISLANDS

Minimum order £2200.

Orders above £2200 will be delivered carriage free.

Below this amount a charge of £100 will be applied.

Overnight delivery is not available.

EXPORT

Please contact our export sales office for a quotation.

2 PAYMENT TERMS

Strictly 30 days from date of invoice, subject to credit rating.

Pro-forma payments are accepted.

We reserve the right to:

Debit your account with settlement discount if deducted without prior agreement.

Charge interest at 2% per calendar month on any accounts remaining unpaid beyond the 30 days credit period.

Cheques should be made payable to PARLANE LIVING LTD and sent to our Head Office at Bourton-on-the-Water, Gloucestershire GL54 2LZ.

Payments can be made direct to our bank, details of which are on all invoices and statements.

Credit and Debit cards are accepted by telephoning our Credit Control department on 01451 812700

3 SHIPMENT

Every effort is made to send a complete order where requested, however, we reserve the right to make part shipments due to external factors beyond our control.

Where a product has been ordered and becomes available we reserve the right to make delivery without further notification. If we are notified that an order requires a delivery booking the product will be held for a maximum of 30 days before shipment or cancellation.

4 RETENTION OF TITLE AND RISK

Parlane Living Ltd (Parlane) and the Buyer agree that until Parlane have been paid in full for the goods comprised in this or any other contract between them:

- The goods comprised in this contract remain the property of Parlane although the risk therein passed to the Buyer when the goods are delivered to the Buyer.
- Parlane may recover those goods at any time from the Buyer if the amount outstanding from the Buyer to Parlane in respect of goods or any part of it shall remain unpaid after the due date for payment has passed and for that purpose the Buyer irrevocably authorises Parlane or any servant or agents of Parlane to enter upon any land or building upon which the goods are situated.
- The Buyer has the right to re-sell the goods in the course of his business for the account of Parlane, (but any warranties, conditions or representations given or made by the Buyer to any third party shall not be binding on Parlane who should be indemnified by the Buyer with respect thereto) and to pass good title to the goods to his customer being bona fide purchaser for value without notice of Parlane's rights.
- In the event of such resale the Buyer had the fiduciary duty to Parlane for the proceeds but may retain there from any excess of such proceeds over the amount outstanding under this or any other sale contract between them and Parlane has the additional right to recover the Buyer's price directly from the Buyer's customer to the extent unpaid if Parlane avails themselves of such right Parlane will account to the Buyer for any such excess as aforesaid less any expenses incurred by Parlane in respect of such recovery.

- Nothing in this Condition shall confer any right upon the Buyer to return the goods sold hereunder or to refuse or delay payment therefore unless otherwise agreed.

5 DAMAGED AND LOST GOODS

Any damaged or faulty goods must be notified in writing to us within 10 working days of receipt otherwise no liability will be accepted. Damaged or faulty goods should not be returned or disposed of without prior authorisation. Non delivery of goods must be reported in writing within 10 working days of receipt of invoice. In all cases please quote our order number, item number, item quantity and your account number.

6 RETURNS

Goods should not be returned without prior authorisation. All agreed returns must be coordinated through our sales office and a credit claim form completed and submitted before collection can be authorised. To request a claim form, please contact the sales office on 01451 812712. To qualify for credit all goods must be returned in a re-saleable condition, with no retail price labels, in complete order multiples and in the original packaging. Any goods received damaged or incorrectly packed will not be credited. We reserve the right to levy a 20% restocking charge.

7 CANCELLATION OF ORDERS

All orders must be signed by the Buyer. The Seller reserves the right to cancel all backorders. The Buyer shall not be entitled to cancel (in whole or part) any order except with prior written permission of the Seller. Should the Buyer wish to cancel or refuse delivery of any order which has already been despatched, we reserve the right to levy a 20% restocking charge. Outstanding orders will be carried over at calendar year end unless otherwise instructed.

8 PRICES

Whilst endeavouring to maintain prices, we reserve the right to alter prices and pack sizes without notice.

9 PRODUCT SPECIFICATIONS

We reserve the right to alter product specifications when necessary.

All sizes and capacities quoted are approximate.

Variations in size, colour and finish may occur in many products because of the hand-made processes used.

All products are designed for domestic use only. We do not accept any responsibility if used for contract or commercial purposes.

10 SHOWROOM

Visits to our showrooms are strictly by appointment. Please contact our Head Office on 01451 812700 to make an appointment.

11 NEW ACCOUNTS

If you would like to open an account please contact our Sales Office on 01451 812712 for a New Account form and details of how to place an order.

12 DATA PROTECTION

Under the new General Data Protection Regulations (GDPR) Parlane Living Ltd is required to keep your personal data, collected through our business relationship, safe and only use it for legitimate purposes in line with the above legislation.

Because we care about our customers personal data we have adopted a Privacy Policy to explain what data we collect, how we use it and your rights concerning the data we hold.

Our Privacy Policy can be found on our Website at: <http://www.parlane.co.uk/about-us/privacy-policy>. Whenever you place an order you are confirming that you have read and accepted, not only our Terms and Conditions, but also our Privacy Policy.

If you have any concerns about this please contact us at: datarequest@parlane.co.uk

These Terms and Conditions supersede all previous terms and conditions. E-O-E. (PARLANE)JULY2020)

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