

Terms and Conditions of Sale

All sales are subject to the following trading terms. These terms and conditions do not affect your statutory rights.

I guarantee that the goods supplied will be to the specification as advertised. However, I am unable to guarantee a precise match to any photographs as each item is hand made using materials that naturally vary in size, shape and colour.

I try to ensure that all information provided is accurate as possible but cannot be held responsible for any typographical errors in advertising or on the web site.

I reserve the right to accept or reject any order for any reason whatsoever. No order will be considered binding unless and until it is accepted by me.

All prices quoted are in pounds Sterling.

Payment must be made before any goods are despatched.

Title of goods remains with me until payment has been made in full.

Delivery prices quoted are for UK addresses only. For delivery other than to the UK please contact me for a quote.

I will give you an estimated date of despatch for your order. If this date cannot be met for any reason whatsoever I will try to keep you informed of any delays and revised dates. However, should a date not be met I cannot be held liable for any losses or costs incurred as a result of this failure.

Any shortages or damage must be advised to me within 7 days of delivery. Provided that this notice is given, I will replace, repair or refund the goods free of charge.

All goods are offered subject to stock availability. If for any reason they are no longer available I will try to offer an alternative, otherwise I reserve the right to cancel the contract and offer a refund.

Important – Distance Selling Regulations

Under the Consumer protection (Distance Selling) Regulations 2000, you have the right to cancel a contract within seven days, starting from the day after you take delivery of the goods (a “cooling off” period). You have the right to cancel for any reason without penalty.

If you wish to cancel a contract please write or email clearly stating your full details and cancellation instructions.

Once you have cancelled the contract you have a legal “duty of care” to take care of the goods. You must return the goods to us at your expense to the address below.

I will refund the full amount you have paid for the goods within 30 days of the notice of cancellation.

Privacy Statement

I am committed to safeguarding the privacy of my customers. I will only use the information that I have collected about you in accordance with the Data Protection Act 1998.

The only information that I collect is necessary for the processing of your order. This includes your name, address and email address.

I keep this information as up to date as possible. If you want to check any information that I hold, please contact me. If there are any errors, I will correct them as necessary.

I will not send you any unsolicited emails.

I will not give, sell or swap your details with any other party.

Details of Ownership

This web site, www.bellarox.co.uk, is owned by Samantha Wreford of 44 Hanover Gardens, Farnborough, Hampshire GU14 9DU, UK.

Bella Rox is a trading name of Samantha Wreford