

## ZOOK BOUTIQUE TERMS & CONDITIONS

### ORDERS

When you place an order, we will require your name, address, e-mail address, credit / debit card details including card number, issue number if applicable, issue date, expiry date and security number. Without this information we will be unable to proceed with your order.

A contact telephone number is also required so that we may reach you if there is a problem with your order, and in relation to the delivery quote. We may, unless you advise us otherwise, pass this information to our couriers or other agents in case they need to contact you to arrange the processing or delivery of your order.

As part of our efforts to ensure that you are aware of the latest developments and offers, we may also use this information to advise you of new products, special offers or changes to our site. If you would rather not receive this information, please send an email to [info@zookinteriors.co.uk](mailto:info@zookinteriors.co.uk). Details will not be passed onto third parties for marketing purposes. Please ensure that you notify us of your preference for each e-mail address account given to us. Once your order has been despatched, the completion of the contract between Zook Interiors and yourself takes place.

We cannot fulfil any obligations due to the following reasons:

- Our inability to obtain authorisation for your payment
- The identification of a pricing or product description error
- Customers who fail to reach any order criteria set out in the Terms & Conditions

### CONDITIONS

If there are any problems with your order, you will be contacted by one of our Customer Services Representatives either by email or by phone.

We reserve the right to reject any offer of purchase by you at any time. We will take all reasonable care, in so far as it is in our power to do so, to keep the details of your order and payment secure but, in the absence of negligence on our part, we cannot be held liable for any loss you may suffer if a third party procures unauthorised access to any data you provide when accessing or ordering from the Website.

### DELIVERY

#### Delivery within the UK

We encourage our customers within the UK to contact us prior to ordering with details of their purchase so we can provide an accurate delivery cost before ordering. The costs will vary dependent on the size and fragility of the item.

#### Delivery outside the UK

We encourage our customers outside of the UK to contact us prior to ordering with details of their purchase so we can provide an accurate shipping cost before ordering.

### Measurements

It is the customer's responsibility to ensure that all ordered goods fit into the home and that there is no restricted access. We cannot accept refund requests for goods that cannot fit into the home or cannot be delivered due to access, unsuitability or any fault of the customer.

### CONTRACT CANCELLATION

Please note that you are entitled to cancel this contract if you so wish, provided you exercise your right no longer than seven working days after the day on which you receive the products. If you wish to exercise your right to cancel this contract prior to order despatch, please contact us on [info@zookinteriors.co.uk](mailto:info@zookinteriors.co.uk) / + 44 (0) 207 514 1789. If your order has already been despatched please follow the procedure set out in Returns Policy.

### PRODUCT PRICING AND DESCRIPTIONS

Each product purchased is sold subject to its Product Description. We will take all reasonable care to ensure that all details, descriptions and prices of products appearing on the Website are correct at the time when the relevant information was entered onto the system. Vintage and re-worked items are sold as seen and will not come with a guarantee due to the nature of the product. Although we aim to keep the Website as up to date as possible, the information, including Product Descriptions, appearing on this Website at a particular time may not always reflect the position at the exact moment you place an order.

### Bespoke Items

Bespoke items will be commissioned specially for you. You will receive (in some instances where it is necessary) a swatch of the fabric in which your piece will be made. Please sign it and return it to us immediately so we can progress with your order. Should you wish to contact us in order not to delay your item then you may email us your confirmation and follow up by posting out the confirmation form to us. You may cancel your order at no cost before you sign your confirmation, however, any cancellations after you have signed the confirmation will incur a 30% cancellation fee.

### PAYMENT

Payment for all orders is at point of sale and not at point of despatch

All prices are exclusive of VAT (where applicable) at the current rates and are correct at the time of entering the information onto the system. The total cost of your order is the price of the products ordered plus delivery. You confirm that the credit or debit card that is being used is yours. All credit/debit cardholders are subject to validation checks and authorisation by the card issuer. If the issuer of your payment card refuses to or does not, for any reason, authorise payment to us, we will not be liable for any delay or non-delivery. We reserve the right to withdraw any products from this Website at any time and/or remove or edit any materials or content on this Website. We may refuse to process a transaction for any reason or refuse service to anyone at any time at our sole discretion. We will not be liable to you or any third party by reason of our withdrawing any product from this Website whether or not that product has been sold;

To be eligible to purchase products on this Website and lawfully enter into and form contracts on this Website under English law you must:

- Register by providing your real name, phone number, e-mail address, payment details and other requested information
- Be over 18 years of age
- Stipulate a delivery address. Please note that PO Box numbers, hotels and accommodation addresses are not acceptable
- Possess a valid credit or debit card issued by a bank acceptable to us

By making an offer to buy a product, you specifically authorise us to transmit information (including any updated information) or to obtain information about you from third parties from time to time, including but not limited to, your debit or credit card number or credit reports, to authenticate your identity, to validate your credit card, to obtain an initial credit card authorisation and to authorise individual purchase transactions.

### RETURNS POLICY

We will gladly exchange, refund or provide credit notes for items returned in the original sales condition within 7 days of receipt. We are unable to refund any delivery costs. Any refund will be given by the same method as the original payment. Any items returned should be wrapped securely and sent using insured registered delivery, keeping the receipt. We cannot accept liability for goods lost or damaged in transport.

We cannot be responsible for interest charges made by your credit card company whilst waiting for returns to be refunded to your card.