

Terms and conditions

Please read these terms and conditions carefully before using this website. By accessing or using our website you agree to be legally bound by these terms and conditions, as they may be modified and posted on our website from time to time.

Buying products on our website

To order a product you will need to follow the ordering procedures set out here. Details of procedures, products, prices, payment and delivery are displayed on our website.

You will be given clear instructions on how to navigate our simple online order process and you shall be required to provide us with your accurate personal details.

Prices

Prices listed are in £GBP and are inclusive of VAT

We may change the advertised price of a product at any time. The price you pay will be the price in force at the time of your order. The price on your order will be validated by us as part of the acceptance procedure. We try to ensure prices displayed on our website are correct at all times. Should a pricing error arise, we will inform you if a product's correct price is higher than that stated on your order and you may choose to either proceed with or cancel the order.

Payment

Payment is usually by credit card, debit card or PayPal and this is taken when the order is placed in line with the price featured at the time of purchase and any applicable delivery charges. This is to protect us from card fraud.

You undertake that all details you provide to us for the purpose of purchasing products or services which may be offered by us on our website will be correct, that all credit or debit card which you use is your own and that there are sufficient funds or credit facilities to cover the cost of any products or services. We reserve the right to obtain validation and verification of the authenticity of your credit or debit card details before providing you with any products or services. You can pay for your shopping in a number of ways, whether it is online or over the telephone. We accept MasterCard, visa, switch, solo, delta, maestro or cash on collection or delivery. We do not accept cheques. Online and telephone order payment is processed via our secure payment system. In case of card payments, funds are taken at point of order.

Delivery

Due to the nature of external contract delivery, additional delivery charges are outside our control and the company will not be held responsible for such costs. By agreeing to the terms and conditions you are also agreeing to accept additional delivery charges should your postcode/area necessitate these. We offer a one-man door to door delivery, if an extra man is required, this must be arranged beforehand at an agreed extra cost to the customer. Lux homes furnishing UK LTD cannot be held responsible for any damage to customer's property if asked to assist with any items taken into property. You are also agreeing to be bound by all terms and conditions that delivery companies which are associated with us abide by. These can be obtained by the companies' own individual websites. Lux homes endeavours to deliver within 28 days, (once item is in stock) but does not accept liability for any failure to deliver within that time. It is the responsibility of the customer to make sure

they take measurements of all items and that they can fit into property. Lux homes cannot except responsibility for goods that do not fit through doors. Orders received on Saturdays, Sundays or public holidays and orders received after 1pm on weekdays will be processed the next working day. We do not normally deliver on Saturdays, Sundays or public holidays. Whilst we agree to use all reasonable endeavours to ensure that delivery is made around the delivery time advertised, you will need to acknowledge that actual delivery is often via third party suppliers and carriers and can therefore be beyond our control. Incorrect personal details may lead to problems or delays in delivery, so before placing your order, please ensure that you have included the full address details, including accurate postcode of the delivery address and your daytime contact telephone numbers and e-mail address so we can notify you in the event of a delivery problem.

When the delivery arrives, the delivery will be deemed as successfully made once the product has arrived at the address specified. Signatures are usually required as proofs of delivery but confirmation procedures are ultimately decided by third party organisations. All goods must be signed for by adults aged 18 years or more.

Products will be deemed your responsibility once they have been received by you, your agent or the intended recipient. Any loss or damage to the products shall then be at your own risk.

As a respected and honest company, lux homes remain in line with health and safety requirements-and due to the prevailing culture of litigation we have to point out that we will not be held responsible for any damage to goods and/or property as a result of deliveries beyond the threshold of your property. Please note that items delivered via a staircase and/or upstairs are carried out at the property owners own risk. We hope you understand why we have to state this.

In case of delivery to certain locations such as hospitals, airports, hotels, ships and business premises, the signature of any person authorised to accept the delivery on behalf of the organisation shall be accepted as proof of delivery.

Should delivery be refused at the delivery address, and re-requested for another date, we may charge for the second delivery, since we met our delivery obligations with the initial delivery attempt. It is the recipient's responsibility to sign for the correct number of packages as shown on the carrier's delivery consignment note.

Shortages must be noted on the consignment note where possible. You should notify us of the shortages within 10 days of delivery. If the boxes look damaged on delivery we recommend the contents are inspected before accepting and signing the delivery note. Please be advised we take photos of all packages before they leave us.

Cancellations and Returns

We endeavour to provide the best customer service possible. Should anything go wrong, we will make every effort to resolve the issue. However, should the problem be unsolvable, or you prefer to amend or cancel your order, please email us.

You may cancel your order within 14 calendar days from the date of making the order for any reason. If you cancel your order via telephone your order will be put on hold. You must confirm your wish to cancel the order in writing via email within 14 calendar days. Your order will not be considered cancelled until notification in writing is received.

For items we have had to order in for collection or delivery.

If you decide you no longer want items after they have arrived to us you will be liable for a 20% stocking fee deducted from the item total.

Returned items that were delivered or need collecting, the customer is liable for all delivery charges which will be deducted from the amount.

We regret we cannot accept cancellations or returns/refunds on orders that are made specifically for you or on sale items. This includes bespoke and upholstered items, wardrobes made to your specification and mattresses made to order. We are happy to amend your order during the first 14 days after the order has been placed. After this time, and when your product is in production, we cannot accept cancellation.

All items for returning must be unused and in their original packaging. We will not be able to accept any return without these requirements being met. All damages on smaller items sent by a third party must be notified to us within 72 hours of being received and signed for. We will not accept returns without the original packaging. All damages on larger items and mirrors must be checked and signed for before the furniture courier leaves your property. Once they have been signed for and left in your care, damages will unfortunately not be accepted.

The parcel and its contents are your responsibility until they are received back to us, therefore we recommend you use a registered, insured postal service and retain proof of postage. We are not responsible for returned goods being lost or damaged in transit. Please ensure the product is packaged in its original packaging to avoid any damage during transport back to our warehouse, so that the product arrives back in a resalable condition.

We will not accept returns without the original packaging.

Privacy policy

This privacy policy sets out how lux homes UK LTD uses and protects any information that you give us over our website or on the phone. Lux homes furnishings UK LTD is committed to ensuring that your privacy is protected. Should we ask you to provide certain information by which you can be identified when using this website, then you can be assured that it will only be used in accordance with this privacy statement. Lux homes furnishings UK LTD may change this policy from time to time by updating this page. You should check this page from time to time to ensure that you are happy with any changes.

What we collect

We may collect the following information:

Name and payment details

Contact information including email address

Demographic information such as postcode, preferences and interests

Other information relevant to customer surveys and/or offers

What we do with the information we gather

We require this information to understand your needs and provide you with a better service, and in particular for the following reasons:

To process your order and obtain payment

- Internal record keeping.
- We may use the information to improve our products and services
- We may periodically send promotional emails about new products, special offers or other information which we think you may find interesting using the email which you have provided.
- From time to time, we may also use your information to contact you for market research purposes. We may contact you by email, phone, fax or mail.
- We may use the information to customise the website according to your interests and value your input to keep our products up to date.
- We are committed to ensuring that your information is secure and will not release any of your information collected to any third parties unless you request us to.
- We may use your information (including profile data) to serve you with advertising, which is relevant to you, on our website.

Controlling your personal information

You may choose to restrict the collection or use of your personal information in the following ways:

- Whenever you are asked to fill in a form on the website, look for the box that you can click to indicate that you do not want the information to be used by us.
- If you have previously agreed to us using your personal information for direct marketing purposes, you may change your mind at any time by writing to or emailing us.
- We will not sell, distribute or lease your personal information to third parties at any time, unless data policy is updated. At any time our policy is updated you will be informed and you may opt out.
- You may request details of personal information which we hold about you under the data protection act 1998. A small fee will be payable. If you would like a copy of the information held on you please write to us
- If you believe that any information we are holding on you is incorrect or incomplete, please write to or email us as soon as possible. We will promptly correct any information found to be incorrect.