

# Terms and Conditions

## eoPricing

All prices on the website are inclusive of VAT unless otherwise stated.

## Registration

To complete your registration online you will need a valid e-mail address. You will receive all private information through this, such as your individual password, confirmation of order and dispatch, as well as newsletters and product updates. We do not share your personal information with any third parties.

We do not keep any debit or credit card details that are entered during registration and ordering of our products. You will therefore be required to re-enter your card details when placing any future orders.

We reserve the right to suspend or cancel a registration without prior notice if we find that the Terms and Conditions have been breached.

## Returns

If you wish to return your purchase(s) once it has been dispatched, please read the relevant section that relates to your type of return for our Terms and Conditions.

All cases must be logged on the [Aftersales Section](#) of our website and if possible photographs should be attached if the product is faulty. This will fast track your return and the case will be updated within 24 hours (Monday-Friday). If you cannot access our After Sales Section, please call 0203 588 1380.

## Unwanted Products

We want you to be 100% happy with your product(s), so if you are not then you may return the product to us unused and in a resaleable condition within 30 days under our full money back guarantee. **Goods requiring assembly are non-returnable once constructed.** Please log any returns on the [Aftersales Section](#) of our website.

Please note that you are responsible for ensuring that all product(s) are in their original packaging and wrapped securely. We will check the state of the product on receipt and this will dictate whether you receive a full refund.

Exemptions to this guarantee are

- Custom-ordered/special order products
- Products that have been assembled or used
- Products without original packaging

## Faulty products

Any products that you have received with a defect or manufacturing fault on delivery must be reported within 5 working days. Please log onto the [Aftersales Section](#) of the website and complete a returns form. If possible, please attach photographs so that we are able to analyse the fault. We will contact you to confirm the case has been accepted and arrange for a replacement to be sent. If you have not received confirmation that your return has been logged, please contact us via email on [customerservices@danetti.com](mailto:customerservices@danetti.com) or via phone on 0203 588 1380.

All of our products are covered by a One Year Structural Guarantee; therefore if any of our products develop faults during this time, please contact us and we can issue you with a replacement.

Exemptions to this guarantee are:

- Domestic products used in a commercial environment
- General wear and tear
- Faults due to mis-use
- Electrical goods

We recommend that if the box/packaging is damaged on receipt, that you check the products inside before signing for them.

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If you are unable to examine the products inside a damaged package on receipt and once you have opened the product(s) and it is clear to see they have been damaged in transit, you must report this within 5 working days. You can do this by logging onto our [Aftersales Section](#) on the website and completing a returns case. Pictures help us to speed up the returns case, so please if possible upload pictures of the damage including the outer packaging. As soon as the case has been logged we can collect the damaged item free of charge and issue you with a replacement.

Please note that if product(s) are being returned to us, you are responsible for ensuring that you use the original packaging and ensuring the parcel is securely wrapped. We will check the state of the product on receipt and this will dictate whether you receive a full refund.

If you are using your own courier service to deliver or return your product(s), we will not be held responsible for damaged goods and therefore you will be unable to claim for a refund or exchange.

### Lost or Stolen Products

If your parcel is lost or stolen, you must report this to us immediately. We will investigate the case and try to locate your parcel. If unsuccessful, we will issue you with a replacement. Please note that if it has been lost through delivery and you have used your own courier company, we will not be held responsible for the loss and you will be unable to make a claim.

We will not be held responsible for any parcels that are lost or stolen when being returned to us.

### Incorrect Products

If you have received the wrong product(s) please contact us on 0203 588 1380. We will arrange a collection with you for the incorrect products.

### Refunds

Once we have agreed to issue you with a refund this will take approximately 10 working days to reach your account from the date of inspection of the returned goods. The refund will be issued to your debit or credit card which you used to make the payment for your order. We cannot refund monies to a different account. If you made payment via cheque, we will send you a cheque to your billing address. Please contact us on 0203 588 1380 if you have not received your refund and it falls outside of these timescales.

### Returns Address

Please send returns to:

Returns Department

Danetti.com

Unit D3,

Manor Way Business Park

Swanscombe

Kent

DA10 0PP

**NB. You must have been issued a returns case number before any items can be returned.**

### Privacy

Your privacy is treated with the utmost importance. We do not under any circumstances share your data with any third parties unless it is required to fulfill your order. We will only use your information lawfully in accordance with the Data Protection Act 1998.

Should you send us information or feedback we would like to use on the website, we will contact you using the details you entered during the ordering process, to confirm that you are happy with this. We may collect information about your movement around the website to help us identify areas that require improvements and to enhance your future visits.

To help us maintain a high level of customer service your call may be monitored.

We may send you a newsletter with information/promotions on products we feel are of interest to you. If you do not

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want to receive these offers, or our newsletter, simply send an email to us at: [unsubscribe@danetti.com](mailto:unsubscribe@danetti.com).  
If you have any questions regarding our privacy policy, please send an email to our customer services department [customerservices@danetti.com](mailto:customerservices@danetti.com).

### Customer Service and Complaints Procedure

Your overall satisfaction with our service, is the key to our business. If regrettably you do have any outstanding issues, please contact customer services at [customerservices@danetti.com](mailto:customerservices@danetti.com) or call on 0203 588 1380 during business hours. We aim to answer all emails within 24 hours of any working day.

### General

We cannot take responsibility for any marks, damage or loss of earnings incurred from the use of any of our products. You are responsible for making sure the product is suitable for your environment, particularly floors, which may be more prone to marking. You should consider adding additional cover or protection where appropriate.

We reserve the right to change the price, description and image of a product and withdraw a product from our range without prior notice. We reserve the right to cancel any order without notice. This does not affect your consumer rights.

There may be moments where you cannot access this website due to system failure, maintenance, repair or for reasons beyond our control.

For safety reasons we do not recommend or promote the use of any of our products by children under the age of 14 years old.