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TERMS & CONDITIONS OF SALE

All goods sold by Malacrino Mantels, hereafter called the Company, are subject to the following conditions.

Terms and Conditions

The acceptance of orders includes acceptance of Terms and Conditions set out below which may not be altered other than in writing signed by a Director of the Company.

Title

Goods sold by the Company shall remain absolute property of the Company until payment is received of all amounts invoiced by the Company to the Customer, in the circumstances defined in this Condition. The Company shall be entitled immediately after giving notice of its intention to enter upon the premises of the Customer, with such transport as may be necessary and repossess any goods or products to which it has title hereunder.

Risk

Goods are examined by us before leaving our premises and after their departure are at the Customer's risk and the Company can accept no responsibility for damage caused by careless handling, storage or through incorrect fixing.

Orders

Time shall not be of the essence and the Company reserves the right at any time to refuse orders, cancel any uncompleted orders or suspend delivery.

Damage

The Company must be informed, in writing within 5 days of receipt of merchandise of any damage or shortages that may have been incurred in transit otherwise no claims can be accepted.

Goods Returns

No goods can be accepted for return without prior agreement. The Company reserves the right to charge for handling.

Cancellations

Cancellations will only be accepted if application is received in writing within 48 hours of the date of order, in case of cancellation the Company reserves the right to claim compensations for work carried out and expenses incurred. Late delivery, however caused, will not be considered grounds for cancellation or compensation.

Overdue Accounts

The Company reserves the right to charge 10% on overdue accounts plus any costs of collection.

Fitting

Although the Company may make recommendations for fixing methods the Company cannot accept any responsibility for the same having no control over the site or labour conditions.

Quality

Most timbers are inherently unsound varying from slight "shakiness" in some varieties to extensive open veining and knots. All are sold subject to their natural defects, stopped and filled as necessary and customary.

Returns Policy

Internet sales to individuals (not businesses) are covered by the Consumer Protection (Distance Selling) Regulations 2000 (UK Law Directive 97/7/EC), which protect you by providing a 7 working day 'cooling off' period after the day after the product has been delivered.

A customer has the option to cancel any order between the time of placing it and 7 working days after delivery.

Cancellations must be in writing by post or by email to info@malacrino.com and quoting the Order Number on your confirmation of order

You have the right to receive a refund within 30 days of cancellation of the goods being returned safely

We will make a deduction from the refund to cover the full cost of collection which is £150.00 sterling.

All collections will be undertaken by Malacrino Mantels

You are advised to retain the packaging. You will find it difficult to return the item without appropriate packaging.

The goods must not have been fitted, installed or used in any way.

The goods must be unmarked and free from blemishes of any kind, and you must return them in a saleable condition.

We strive to supply goods in excellent condition. Stoves and fireplaces are both heavy and fragile, and need careful handling until installed.

We will repair or replace (for free) any item found defective or damaged before delivery or during unloading.

We cannot accept return of products which are damaged after delivery