



GN Espace Galley Solutions Ltd.

Terms and Conditions

About Us

GN Espace Galley Solutions Ltd are completely dedicated to your total satisfaction. If you have any suggestions or comments please email us at sales@gn-espace.com

Our Contact details:

Phone: +44 (0)8707 481455

Email: sales@gn-espace.com

UK company number 6501202

About this Contract

GN Espace Galley Solutions Ltd has a web service designed to allow you to purchase galley appliances and associated products.

Interpretation

"GN Espace" means GN Espace Galley Solutions Ltd

"Buyer" means the person whose order for the Goods is accepted by Us

"Contract" means the contract between the Buyer and GN Espace

"Goods" means appliances and or associated products

Third Parties

All orders for appliances and associated product are placed with GN Espace Galley Solutions Ltd.

Price of Goods

All prices displayed are Retail Prices and are inclusive of VAT at the appropriate rate.

Risk and Property

Risk of damage to the Goods shall pass to the Buyer at the time of delivery or, if the Buyer fails to take delivery of the Goods or fails to ensure that suitable access is available for the purposes of delivery of the Goods, the time when GN Espace has tendered delivery of the Goods from which point GN Espace shall bear no further responsibility for them.

Termination

GN Espace may end this Contract by notice to the Buyer in writing (such notice to have immediate effect), without affecting any other rights which it may have if

(i) except in the case of a genuine dispute, the Buyer has failed to pay any amount which the Buyer owes GN Espace under this Contract; or

(ii) the buyer commits any material breach of the terms and conditions of this Contract.

Liability

GN Espace shall not be liable to the Buyer by reason of any representations, or implied warranty, condition or other term, or any duty at common law, or under the express terms of the Contract, for any consequential loss or damage, cost, expenses or other claims for consequential compensation whatsoever which arise out of or in connection with the supply of Goods or their use by the Buyer except as expressly provided in this Contract.

If direct injury, loss to life or property is caused as a result of the Goods being defective or as a result of GN Espace's negligence then in respect of proven loss GN Espace's liability shall be limited to a maximum of **£10,000** (ten thousand pounds) in any claim or series of claims.

Where you are contracting as a consumer, no provision of these terms will affect your statutory rights.

General

The Contract and the construction, validity and performance thereof shall be governed by the laws of England and the parties hereby submit to the non-exclusive jurisdiction of the English Courts in respect of any dispute, suit or proceedings which may arise out of or in connection with the Contract.

Please note: All delivery dates are given in good faith, but are subject to all matters beyond the control of our company. Whilst every effort is made to stock every product we list on our website, it is not always possible and sometimes events out of our control dictate any delays. If no one is available to sign for your order on the day of delivery, a card will be left notifying you of the attempt to deliver and giving you directions for collection. Alternatively, please provide another delivery address, where someone will be able to sign for the goods.

If the Buyer fails to take delivery of the Goods or fails to ensure that suitable access is available for the purpose of delivery of the Goods then without prejudice to any other right or remedy available to GN Espace, GN Espace may cancel the Contract or suspend any further deliveries to the Buyer and may:-

Store the Goods until actual delivery and charge the Buyer for reasonable costs of storage; or
Sell the Goods at the best price readily obtainable.

It is the responsibility of the Buyer to arrange inspection of the Goods immediately on delivery.

Tax Charges

For orders made from the UK or the European Union, 17.5% VAT is added.

Guarantee

We offer a full 12 months guarantee on all products which is supplemented in some cases by a longer manufacturers guarantee.

Complaints Handling Procedure

All comments will be treated in the strictest confidence in line with our published privacy policy.

Privacy Policy

GN Espace Galley Solutions Ltd will not disclose buyers' information to third parties. Cookies are used on this shopping site to keep track of the contents of your shopping cart once you have selected an item, to store delivery addresses if the address book is used and to store your details if you select the 'Remember Me' Option.

To the extent that any data supplied by the Buyer to GN Espace whilst using the site is personal data (as defined in s.1(1) of the Data Protection Act 1998), it will not be used by GN Espace without the Buyer's consent. The Buyer consents to GN Espace using the Buyer's personal data to administer and keep records of the Buyer's orders and also to provide the buyer (via the cookies referred to) with details of products or services GN Espace or its associated companies consider might interest the Buyer. GN Espace will not pass the Buyer's personal information to any third party for marketing or promotional purposes.

Data collected by this site is used to:

- a. Take and fulfill customer orders
- b. Administer and enhance the site and service
- c. Only disclose information to third-parties for goods delivery purposes

Returns Policy

If you are contracting as a consumer you are entitled to cancel this Contract and receive a full refund for any reason at any time in the seven working days after the Goods are delivered to you. During that period you should take reasonable care of the Goods including storing them in dry conditions and refraining from using them. In order to cancel Appliance

orders you must telephone us on tel +44 (0)8707 481455. All cancellation requests must be made within the period of seven working days mentioned above and we are entitled to require you to deliver the appliances to GN Espace Galley Solutions Ltd, 3A Millbrook Business Park, Hoe Lane, Nazeing, Essex EN9 2RJ.

Refunds

In the unusual event that we deliver faulty or incorrect goods we will replace them immediately. If this is not possible we will make a full refund of the purchase price. Returned items will be checked and if found to be used or soiled no refund will be given and a charge to re-post will be made. GN Espace will not be responsible for any return costs. You must notify us in writing within 28 days of receipt of goods if you wish to return part or all of your order. Refunds will be made within 7 days of receipt of goods.

Any goods returned after the 28 day period will be subject to a 10% restocking fee. We must be able to resell goods in as 'new condition'. Any goods where packaging has been damaged and therefore rendered un-resalable will not be refunded. Please make sure you have purchased the correct item for your needs before opening any packaging.

Faulty Goods must be made available for collection within 14 days. Incorrect Goods must be made available for collection within 7 days of receipt. If you believe that the products you have purchased are defective or an error has been made on our part, please contact our customer services phone number as soon as possible to make them aware of the return. When sending the package back to us, please provide us with a description of the fault to aid our inspection team more quickly with the diagnosis of the problem/defect. We will be happy to either replace the product or offer a refund for the value of the goods returned upon receipt and inspection of the items.

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