



Charis Shop Terms of Sale

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TERMS OF SALE

BACKGROUND:

Acceptance of Terms & Conditions ("Terms")

These Terms of Sale set out the terms under which Goods are sold by Us to business customers through our website, <https://shop.charisgrants.com> ("Our Site"). When you access Our Site or content or services ("Content"), available via Our Site you acknowledge that you have read and agreed to abide by the terms described below.

Please read these Terms of Sale carefully and ensure that you understand them before ordering any Goods from Our Site. You will be required to read and accept these Terms of Sale when ordering Goods. If you do not agree to comply with and be bound by these Terms of Sale, you will not be able to order Goods through Our Site. These Terms of Sale, as well as any and all Contracts are in the English language only.

The Site is owned and operated by Charis Grants Ltd, Trinity Court, Trinity Street, Peterborough PE1 1DA, United Kingdom. Email: info@charisgrants.com.

1. Definitions and Interpretation

1.1 In these Terms of Sale, unless the context otherwise requires, the following expressions have the following meanings:

"Contract"	means a contract for the purchase and sale of Goods, as explained in clause 8;
"Goods"	means the goods and products sold by Us through Our Site;
"MDAs"	means major domestic appliances and white goods;
"Order"	means your order for Goods;
"Order Confirmation"	means Our acceptance and confirmation of your Order;
"Order Number"	means the reference number for your Order; and



“We/Us/Our”

means Charis Grants Limited, a company registered in England under company number 04762902, whose registered address is 3rd Floor, Trinity Court, Trinity Street, Peterborough PE1 1DA;

“You”/“Yours”

means any person, firm, company or organisation using Our Site.

2. Information About Us

- 2.1 Our Site, <https://shop.charisgrants.com> is owned and operated by Charis Grants Limited, a limited company registered in England under company number 04762902, whose registered address is Trinity Court, Trinity Street, Peterborough PE1 1DA. Our VAT number is 190220344.

3. Access to and Use of Our Site

- 3.1 Your use of the Site is governed by the terms of website use which can be located on the Site. Please take the time to read these, as they include important terms which apply to you.
- 3.2 You will be required to register with Our Site before you can make a purchase.
- 3.3 We reserve the right to refuse registration to Our Site and this decision will be final.
- 3.4 Charis Grants Ltd do not guarantee the accuracy or timeliness of the Content appearing on the Site, or that the Site or related systems are free from viruses or other contaminating or destructive properties.
- 3.5 The Content appearing on the Site is checked for accuracy, but we recommend that you make enquiries and if necessary, take legal advice before entering into any transactions.
- 3.6 All Content displayed on the Site is for information purposes only and should not be construed as an endorsement or recommendation of any third-party supplier, product or service.
- 3.7 **Service Availability**
- 3.8 Charis Grants Ltd will try to ensure continuous availability of the Site, and all the Content of the Site, but accepts no responsibility for the consequences of interruptions or delays, whatever the cause.
- 3.9 **Links to Third Party Websites**
- 3.10 The Site contains links to internet sites maintained by third parties. Charis Grants Ltd accept no responsibility for the privacy practices or content of other such sites. You assume sole responsibility for use of third-party links. Charis Grants Ltd provide these



links merely as a convenience and the inclusion of such links does not imply an endorsement.

3.11 Transmission of Personal Data/User Communications

3.12 Any personal information or feedback you provide via this Site cannot be guaranteed against interception by a third party while in transit over the public internet, but will be governed by our Privacy Statement (terms of which are included herein by reference) once received.

3.13 Advertising and Third-Party Content

3.14 Parts of the Site may contain advertising or other third-party content. Advertisers and other content providers are responsible for ensuring that material submitted for inclusion on the Site complies with international and national law. Charis Grants Ltd are not responsible for any third-party content or error, omission, or inaccuracy in any advertising material.

3.15 Linking to our Site

3.16 You may link to our home page, provided you do so in a way that is legal, and which does not damage our reputation. You must not establish a link in such a way as to suggest any form of association, approval or endorsement on our part where none exists. Our Site must not be framed on any other site, nor should you establish a link to any part of our Site other than the home page, without our prior permission.

3.17 Intellectual Property Protection

3.18 The term "Intellectual Property Rights" means copyrights, database rights, trademarks, trade names, domain names, rights in logos, get-up and content, inventions, trade secrets and know-how, patents, all rights of whatever nature in computer software and data, all rights of privacy and all intangible rights and privileges of a nature similar to any of the above, in every case in any part of the world and whether or not registered; and including all granted or pending registrations, and all rights to make applications for registration in respect of any of the same.

3.19 All Intellectual Property Rights in the Content and design of the Site and any material emailed to you or otherwise supplied to you in conjunction with our online service or products are the property of Charis Grants Ltd or a third party. You may not use or reproduce any Intellectual Property from this site, including any trademarks, registered or unregistered, for any reason without written permission from the relevant party.

3.20 Copyrights

3.21 The copyrights of the Content are owned by Charis Grants Ltd or the original creator of the material. You are free to view, copy, print, and distribute material from this site, as long as:

- 3.22 a. Is used for information only
- 3.23 b. Is used for non-commercial purposes only and
- 3.24 c. Includes a Charis' or Charis Grants' copyright notice

3.25 Trademarks

3.26 The trademarks, logos and service marks ("Marks") displayed on this website are the property of Charis Grants Ltd or other third parties. Users are not permitted to use these Marks without the prior written consent of Charis Grants Ltd or such third party which may own the Mark.



3.27 Use of Charis Grants Ltd Content

3.28 You may not reproduce, modify or in any way commercially exploit any of the Content of the Site. In particular, you may not do any of the following without prior written permission. No parts of the Site may be reproduced, stored in or introduced into any retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, recording or otherwise without the prior written permission of Charis Grants Ltd. You may not reverse engineer, modify, decompile, disassemble or translate the Content (whether for the purpose of error correction or otherwise). You may not display the Content on a public bulletin board, ftp site, website, chat room or by any other unauthorised means. Written materials provided in printed or electronic form may not be modified, adapted, translated, or used to create derivative works without the prior written consent of Charis Grants Ltd. Charis' and Charis Grants' status as the authors of any Content on the Site must always be acknowledged. © 2017. All rights reserved in respect of articles, drawings, photographs etc. published in hardcopy form or made available in electronic form by Charis Grants Ltd anywhere in the world.

3.29 Any use of Content not specifically permitted above is expressly prohibited. Requests for permission for other uses may be sent to Charis Grants Ltd, Trinity Court, Trinity Street, Peterborough PE1 1DA, United Kingdom or by email to info@charisgrants.com. We reserve the right to charge a fee.

3.30 Changes to the Site

3.31 Charis Grants Ltd reserve the right to suspend, change, modify, add or remove portions of Content available on the Site at any time and to restrict the use and accessibility of the Site.

4. Business Customers and Consumers

4.1 These Terms of Sale apply to business customers only. These Terms of Sale do not apply to individual consumers purchasing Goods for personal use (that is, not in connection with, or for use in, their trade, business, craft, or profession).

4.2 These Terms of Sale constitute the entire agreement between Us and you with respect to your purchase of Goods from Us. You acknowledge that you have not relied upon any statement, representation, warranty, assurance, or promise made by or on behalf of Us that is not set out in these Terms of Sale and that you shall have no claim for innocent or negligent misrepresentation or negligent misstatement based upon any statement herein.

5. International Customers

5.1 Please note that We only sell to customers in the United Kingdom. We do not accept orders from, or deliver to, customers outside the United Kingdom.



6. Our Products

- 6.1 The images of the products on the Site are for illustrative purposes only. Although we have made every effort to display the colours accurately, we cannot guarantee that your computer's display of the colours accurately reflects the colour of the Goods. The Goods you receive may vary slightly from the images on the Site.
- 6.2 Whilst We make every effort to ensure that all descriptions and specifications of Goods listed on Our Site correspond with the actual Goods you received, if the Good Ordered is unavailable we will provide you with a Good that has an equal or higher specification than that stated.
- 6.3 Please note that sub-clauses 6.1 and 6.2 do not exclude Our responsibility for mistakes due to negligence on Our part and refers only to minor variations of the correct Goods, not to different Goods altogether. Please refer to clause 11 if you receive incorrect Goods (i.e. Goods that are not as described).
- 6.4 All products shown on the Site are subject to availability. We cannot guarantee that Goods will always be available. Stock indications are not provided on Our Site.
- 6.5 We will inform you by email within 10 working days if the product you have ordered is not available. We will then consider your Order cancelled, any refunds due will be made in accordance with clause 7.
- 6.6 Where appropriate, you may be required to select the required number of the Goods that you are purchasing.
- 6.7 Minor changes may, from time to time, be made to certain Goods between your Order being placed and Us processing that Order and dispatching the Goods, for example, to reflect changes in relevant laws and regulatory requirements, or to address particular technical or security issues. Any such changes will not change any main characteristics of the Goods and will not normally affect your use of those Goods. However, if any change is made that would affect your use of the Goods, suitable information will be provided to you.
- 6.8 Fuel and cash vouchers have a set limited redemption date, Once expired these vouchers cannot be used, and the value of the vouchers will be refunded to your Charis Shop account

7. Pricing and Payment

- 7.1 We make all reasonable efforts to ensure that all prices shown on Our Site are correct at the time of going online. We reserve the right to change prices and to add, alter, or remove special offers from time to time and as necessary. Changes in price will not affect any order that you have already placed.
- 7.2 In the unlikely event that We have shown incorrect pricing information, We will contact you in writing to inform you of the mistake. If the correct price is lower than that shown when you made your Order, We will simply charge you the lower amount and continue processing your Order. If the correct price is higher, We will give you the option to purchase the Goods at the correct price or to cancel your Order (or the affected part of it). We will not proceed with processing your Order in this case until you respond. If We do not receive a response from you within 24 hours, We will treat your Order as cancelled and notify you of this in writing.
- 7.3 In the event that the price of Goods you have ordered changes between your Order being placed and Us processing that Order and taking payment, you will be charged the price shown on Our Site at the time of placing your Order.



- 7.4 Prices on Our Site are shown both exclusive of and inclusive of VAT.
- 7.5 Funds must be available in your shop account before You can place an Order. Before funds will be uploaded to your shop account, payment must be made via BACS to the bank account as stated on the shop welcome letter.
- 7.6 Funds will be taken from your shop account at the point that the Order is placed.
- 7.7 Payment must be made in full for your Order, without any set-off, counterclaim, deduction, or withholding (except where any deduction or withholding of tax is required by law).
- 7.8 Should any refunds be due under this agreement, they will be made to your shop account. Any other form of refund will only be made at Our discretion.

8. **Orders – How Contracts Are Formed**

- 8.1 You may only purchase Goods from the Site if you are at least 18 years old.
- 8.2 Our Site will guide you through the ordering process. Before submitting your Order, you will be given the opportunity to review your Order and amend it. Please ensure that you have checked your Order carefully before submitting it.
- 8.3 If, during the order process, you provide Us with incorrect or incomplete information, please contact Us as soon as possible. If We are unable to process your Order due to incorrect or incomplete information, We will contact you to ask to correct it. If you do not give Us the accurate or complete information within a reasonable time of Our request, We will cancel your Order and treat the Contract as being at an end. If We incur any costs as a result of your incorrect or incomplete information, We may pass those costs on to you.
- 8.4 In the unlikely event that We do not accept or cannot fulfil your Order for any reason, We will explain why in writing. We will then consider the Order to be cancelled.
- 8.5 Any refunds due under this clause 8 will be made in accordance with clause 7.

9. **Cancellation of White Goods and Furniture Orders**

- 9.1 To cancel an Order that has not been despatched you can email us at deliveryqueries@charisgrants.com
- 9.2 We will not accept cancellation of Orders that have been despatched or delivered.
- 9.3 If a Good is rejected at the point of delivery for reasons other than those under clause 12.1, we reserve the right to charge you any and all associated costs relating to the return, storage and restocking of the Good.

10. **Delivery, Removal and Connection for White Goods and Furniture**

- 10.1 All White Goods and Furniture purchased through Our Site will normally be delivered within 30 calendar days after the date of Our Order Confirmation unless otherwise agreed or specified during the Order process (subject to delays caused by events outside of Our control, for which see clause 14). However anticipated Delivery Times are set out in Schedule 1 below but this is not guaranteed and is an estimate only.
- 10.2 If we require a signature at the time of delivery, the end user or a person with authority who is over the age of 18 ("**Eligible Person**") must be available to accept the delivery.



If we are unable to make the delivery on the agreed date because there is no one available to accept the delivery, the delivery team will leave a card to enable the end user to contact them to rearrange a new delivery date.

- 10.3 Where you have ordered an MDA, the delivery team will unpack the new MDA and position it in the room of use. The Eligible Person will be asked to check the new MDA carefully for any visible damage, and also check the home for any damage that may be caused during the delivery, before they sign the documentation. Any comment relating to damage to the MDA or to the home must be entered in the appropriate section of the delivery documentation.
- 10.4 Removal of the old MDA is included in the Prices stated on Our Site. We will only remove the old MDA if it is safe and sound to do so.
- 10.5 Connection of the new MDA:
 - 10.5.1 is included in the Prices stated on Our Site;
 - 10.5.2 will only be carried out if, in our judgement the existing connection is sound and safe;
 - 10.5.3 will be carried out to existing services within one metre of the MDA only; and
 - 10.5.4 will include a test of the MDA.
- 10.6 We will be unable to connect the new MDA if:
 - 10.6.1 the old MDA is not disconnected and, in our judgement, it would not be safe or sound for our engineers to action the disconnect.
 - 10.6.2 any electrical/gas/plumbing supplies fail the delivery team's testing or are considered unsuitable;
 - 10.6.3 any water supply cannot be isolated or is unsuitable;
 - 10.6.4 any drainage/waste facilities are unsuitable;
 - 10.6.5 mechanical adjustments are required to the MDA to overcome such things as water pressure problems;
 - 10.6.6 alterations to pipe work are needed to satisfy the requirement of MDAs with waterproofing devices.
- 10.7 Please note that the delivery team provide a connection service not an installation. An installation occurs where:
 - 10.7.1 no services or fittings are currently present;
 - 10.7.2 any additional work such as plumbing is required.
- 10.8 The prices stated on this website include standard delivery to UK Mainland addresses only. We cannot deliver outside of Great Britain. Delivery to the Channel Islands, the Isle of Man and the Scottish Highlands or more remote parts of Scotland may not be possible and may result in additional delivery fees being charged. You will be advised of any additional costs before delivery dates are agreed.

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11 Risk and Ownership

- 11.7.2 Ownership of the White Goods and Furniture Goods (excluding MDA's) passes to you once We have received payment in full of all sums due (including any applicable delivery charges) and delivery has been made.
- 11.7.3 Responsibility for (the risk in) the Goods (excluding MDA's) will pass to you when ownership of the Goods passes to you, as defined in sub-clause 10.1.
- 11.7.4 Responsibility for MDA's will pass to you from the completion of delivery.

12 Faulty, Damaged or Incorrect White Goods and Furniture Goods

- 12.7.2 We warrant that the Goods, on delivery, shall be as described; be free from material defects in design, material, and workmanship; be of satisfactory quality (as defined in the Sale of Goods Act 1979); and be fit for any purpose described by Us.
- 12.7.3 If any Goods you have purchased do not comply, subject to sub-clause 12.3 and your compliance with sub-clauses 12.2.1 to 12.2.3, We shall, at Our option, replace the affected Goods, or issue you with a full refund for the price of the affected Goods. The following conditions shall apply:
 - 12.2.1 You must give Us written notice, via email to shop@charisgrants.com of the non-compliance within a reasonable time of discovering it;
 - 12.2.2 You must give Us a reasonable opportunity to examine the Goods in question.
- 12.3 We will not be liable for any non-compliance with the provisions of sub-clause 12.1 of any Goods if any of the following apply:
 - 12.3.1 After giving Us written notice of the non-compliance under sub-clause 12.2.1, you have subsequently made use of the Good.
 - 12.3.2 The non-compliance has arisen as a result of your failure to follow Our instructions on the correct usage of the affected Goods or, where no instructions are provided, your failure to follow good trade practice with respect to the same;
 - 12.3.3 The non-compliance has arisen as a direct result of any information (incorrect or otherwise) provided by you to Us;
 - 12.3.4 You have made any unauthorised alterations or repairs to the affected Goods; or
 - 12.3.5 The non-compliance is the result of normal wear and tear, deliberate damage, negligence, or abnormal or unsuitable working conditions.
- 12.4 The terms of this clause 12 shall also apply to any Goods which are repaired or replaced by Us under sub-clause 12.2.
- 12.5 Except as provided in this clause 12, We shall have no further liability to you with respect to Goods which do not comply with sub-clause 12.1.
- 12.6 Refunds under this clause 12 will be made in accordance with clause 7.

13 Our Liability

- 13.1 Subject to sub-clause 13.4, We will not be liable to you, whether in contract, tort



(including negligence), breach of statutory duty, or otherwise, for any loss of profit, loss of business, interruption to business, for any loss of business opportunity, or for any indirect or consequential loss arising out of or in connection with any contract between you and Us.

- 13.2 Subject to sub-clause 13.4, Our total liability to you for all other losses arising out of or in connection with any contract between you and Us, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, shall be 5% of the total sums paid by you for the Goods under the contract in question.
- 13.3 Except to the extent expressly set out in sub-clause 12.1, the terms implied by sections 13 to 15 of the Sale of Goods Act 1979 and by sections 3 to 5 of the Supply of Goods and Services Act 1982 are excluded.
- 13.4 Nothing in these Terms of Sale seeks to limit or exclude Our liability for death or personal injury caused by Our negligence (including that of Our employees, agents or sub-contractors); for fraud or fraudulent misrepresentation; for breach of the terms implied by Section 12 of the Sale of Goods Act 1979 or Section 2 of the Supply of Goods and Services Act 1982; for defective products under the Consumer Protection Act 1987; or for any other matter in respect of which liability cannot be excluded or restricted by law.

14 Events Outside of Our Control (Force Majeure)

- 14.1 We will not be liable for any failure or delay in performing Our obligations where that failure or delay results from any cause that is beyond Our reasonable control. Such causes include, but are not limited to: power failure, internet service provider failure, strikes, lock-outs or other industrial action by third parties, riots and other civil unrest, fire, explosion, flood, storms, earthquakes, subsidence, acts of terrorism (threatened or actual), acts of war (declared, undeclared, threatened, actual or preparations for war), epidemic or other natural disaster, or any other event that is beyond Our reasonable control.
- 14.2 If any event described under this clause 14 occurs that is likely to adversely affect Our performance of any of Our obligations under these Terms of Sale:
 - 14.2.1 We will inform you as soon as is reasonably possible;
 - 14.2.2 We will take all reasonable steps to minimise the delay;
 - 14.2.3 To the extent that We cannot minimise the delay, Our affected obligations under these Terms of Sale (and therefore the Contract) will be suspended and any time limits that We are bound by will be extended accordingly;
 - 14.2.4 We will inform you when the event outside of Our control is over and provide details of any new dates, times or availability of Goods as necessary;
 - 14.2.5 If the event outside of Our control continues for more than 30 days We will cancel the Contract and inform you of the cancellation. Any refunds due to you as a result of that cancellation will be paid, in accordance with clause 7, to you as soon as is reasonably possible and in any event within 90 days of the date on which the Contract is cancelled.
 - 14.2.6 If an event outside of Our control occurs and continues for more than 30 days and you wish to cancel the Contract as a result, you may do so by email. Please use the following details:

Email: shop@charisgrants.com

You must provide Us with your name, address, email address, telephone



number, and Order Number. Any refunds due to you as a result of such cancellation will be paid to you in accordance with clause 7 as soon as is reasonably possible and in any event within 90 days of the date on which the Contract is cancelled.

15 Communication and Contact Details

- 15.1 If you wish to contact Us about any matter relating to the Goods or Your Order, or to make a general enquiry or complaint, you may contact Us by email at shop@charisgrants.com

16 Complaints and Feedback

- 16.1 We always welcome feedback from Our customers and, whilst We always use all reasonable endeavours to ensure that your experience as a customer of Ours is a positive one, We nevertheless want to hear from you if you have any cause for complaint.

If you wish to give Us feedback on any aspect of your dealings with Us, please contact Us by email at shop@charisgrants.com

17 How We Use Your Personal Information (Data Protection)

- 17.1 All personal data that We may collect (including, but not limited to, your name, address and telephone number) will be collected, used and held in accordance with the provisions of the Data Protection Act 2018.
- 17.2 Further detail about your rights in respect of the data and how We hold, collect and process personal data are available in our Privacy Policy.

18 Other Important Terms

- 18.1 We may transfer our rights or your obligations under a Contract to another organisation, but this will not affect your rights or our obligations under these Terms of Sale.
- 18.2 You may not transfer (assign) your obligations and rights under these Terms of Sale (and under the Contract, as applicable) without Our express written permission. However, if the end user is a Consumer and has received the Good by way of gift or grant, they will have the benefit of the Goods Guarantee (as detailed separately) but We and you will not need their consent to cancel or make any changes to these Terms of Sale.
- 18.3 The Contract is between you and Us. It is not intended to benefit any other person or third party in any way and no such person or party will be entitled to enforce any provision of these Terms of Sale. However, if the end user is a Consumer and has received the Good by way of gift or grant, they will have the benefit of the Goods Guarantee (as detailed separately) without the need to ask for our consent.
- 18.4 If any of the provisions of these Terms of Sale are found to be unlawful, invalid or otherwise unenforceable by any court or other authority, that / those provision(s) shall be deemed severed from the remainder of these Terms of Sale. The remainder of these Terms of Sale shall be valid and enforceable.
- 18.5 No failure or delay by Us in exercising any of Our rights under these Terms of Sale means that We have waived that right, and no waiver by Us of a breach of any provision of these Terms of Sale means that We will waive any subsequent breach of the same or any other provision.



18.6 We may revise these Terms of Sale from time to time in response to changes in relevant laws and other regulatory requirements.

19 No Warranty, Disclaimer of Liability and Indemnity

19.1.1 Whilst every effort has been made to ensure the high quality and accuracy of the Site, Charis Grants Ltd make no warranty, express or implied concerning the Content of the Site, which is provided "as is". Charis Grants Ltd expressly disclaim all warranties, including but not limited to warranties of fitness for a particular purpose and warranties of satisfactory quality. In no event will Charis Grants Ltd, its affiliates or other suppliers be liable for direct, special, incidental, or consequential damages (including, without limitation, damages for loss of business profits, business interruption, loss of business information or other pecuniary loss) arising directly or indirectly from the use of (or failure to use) or reliance on the Content, even if Charis Grants Ltd have been advised of the possibility that such damages may arise.

20 Law and Jurisdiction

20.1 These Terms of Sale, and the relationship between you and Us (whether contractual or otherwise) shall be governed by, and construed in accordance with, English law.

20.2 Any disputes concerning these Terms of Sale, the relationship between you and Us, or any matters arising therefrom or associated therewith (whether contractual or otherwise) shall be subject to the exclusive jurisdiction of the courts of England and Wales.

21 Changes to these Terms

Charis Grants Ltd may, at their discretion, change these Terms.

SCHEDULE 1 – EXPECTED DELIVERY TIMES



Expected delivery times are outlined below. Where we are unable to deliver an item within this time, we will endeavour to meet the maximum delivery timescales set out in our Terms and Conditions

(i)	Electric Cooker	3-7 Working Days
(ii)	Gas Cooker	7-14 Working Days
(iii)	Fridge Freezer	2-5 Working Days
(iv)	Fridge	2-5 Working Days
(v)	Freezer	2-5 Working Days
(vi)	Washing Machine	2-5 Working Days
(vii)	Washer Dryer	2-5 Working Days
(viii)	Dishwasher	2-5 Working Days
(ix)	Microwave	3-7 Working Days
(x)	Let's Talk Smart	
	LED Light Bulbs	7-14 Working Days

(xi) *From the working day after the order is made (Working Days are Monday – Friday excluding bank and public holidays)

(xii) White Goods and Major Appliances

(xiii) A date and time for the delivery and connection of the MDA will be agreed with the end user, we aim to make all deliveries within the expected times in the table above, or within a maximum of 30 days. The end user will receive a text reminder the day before the agreed date, giving them a 3 hour delivery window. A further text will be sent to them on the day of the delivery, one hour before the delivery is due.

(xiv) The end user, or an eligible person, must be present to accept the item during delivery, and where necessary enable connection of the item to take place. Where a gas cooker is being delivered the end user, or eligible person, may need to be available at the delivery address for the whole day in order for the item to be safely connected.

(xv) If the end user is not at home at the point of delivery, the delivery will fail and the team will contact the end user as soon as possible to rearrange the delivery.

(xvi) Microwaves and Lightbulbs

Microwaves and Lightbulbs are despatched by courier. We will endeavour to give the recipient an accurate delivery date but cannot guarantee this. Should the recipient not be at the premises to receive delivery the courier will leave a card requesting that the recipient contacts the courier to rearrange the delivery.

(xvii) Electronic vouchers ("vouchers")

Delivery of the electronic voucher will take place direct to the end purchaser, via the designated email address.