

Hooked on Glamping Terms and Conditions

1. About Us

This website www.Hookedonglamping.co.uk is owned and operated by Hooked on Glamping, Christine Green, Lyneham, Chippenham, Wiltshire

Email: info@hookedonglamping.co.uk

Tel: TBC

If you need to contact us please use the email details above

2 Ordering

2.1 When you place an order with us, you are making an offer to buy goods. We will send you an e-mail to confirm that we have received your order.

2.2 In the unlikely event that the goods are no longer available, or that we have made a pricing mistake, we will advise you of this. You will not receive an e-mail confirming acceptance of your order, and there will be no contract between us.

2.3 Images of products on this website are for illustrative purposes only. Your goods may vary slightly from the image shown on the website and will not include any of the pictured accessories, unless stated in the specification of the goods. Whilst goods may be shown assembled they may require assembly by you.

2.4 We have made every effort to display as accurately as possible the colours of our products that appear on this website. However, we cannot guarantee that your monitor's display of any colour will accurately reflect the colour of the actual goods.

2.5 Whilst we try to be as accurate as possible, all information provided is approximate and is provided in good faith.

2.6 This contract is covered by English law.

2.7 By placing an order with us, you agree to and accept these terms, as well as our privacy policy and the terms of website use

3. How to Place an Order

3.1 You can use our website to place an order by selecting the product you wish to buy and adding it to your basket. Items you do not require can be removed from your basket at any time.

3.3 The buyer assumes responsibility for the goods being suitable for the purpose for which they are being purchased.

3.4 Carriage charges will be shown prior to you placing your order.

3.5 You will be required to pay for the goods in full at the time of ordering.

3.6 We use secure payment facilities for online purchases. You can pay for your order by Paypal.

3.7 Promotional prices only apply to the person mentioned in the text.

3.8 All prices quoted on our website are in UK pounds and do not include Value Added Tax.

3.9 Once your order has been confirmed, changes may not be possible or may incur additional charges or delays.

3.10 Once your order is complete we will notify you of the dispatch date.

4. Delivery & Carriage Charges

4.1 Goods that are made to order and will be dispatched as soon as completed, usually before 15 working days and any estimated dispatch date is an estimate, which can change without notice. Dispatch may be delayed in accordance with point 4.13.

4.2 The courier usually delivers goods within 3-5 working days of dispatch. Deliveries may be delayed in accordance with point 4.13.

4.3 Your order may arrive in more than one delivery.

4.4 We can deliver anywhere in mainland Great Britain and Republic of Ireland. Unfortunately we do not deliver to any islands or the Highlands/Islands of Scotland, however, we are able to deliver to a mainland courier company on your behalf for onward shipping.

4.5 We will deliver the goods to the address you specify on your order. We will not accept responsibility for loss or damage if the delivery company is instructed to leave the goods unattended.

4.6 Disposal of packing materials is your responsibility.

4.7 If there is no one to accept the order the goods may be returned to us and we reserve the right to charge you an additional re-delivery charge.

4.9 If you change the delivery address once the goods have been dispatched to you, we reserve the right to pass on any extra charges made by our carriers for redirecting your delivery, if the carriers are able to make the change. This will delay your delivery.

4.10 Please check the goods ASAP - any goods found to be missing or damaged should be notified to the delivery driver at the time of delivery or ourselves within two working days of delivery of the items.

4.11 If the goods are lost or damaged please report this to us within two working days from the delivery day.

4.12 Deliveries are made to the address stated, but if in a block of flats, there must be clear instructions when ordering, on where the delivery can be left.

4.13 Sometimes, for reasons beyond our control we may be prevented from delivering your goods as planned. These might include things such as accidents, breakdowns, fire, flood, storm, severe weather, acts of god, war, riot, civil commotion, malicious damage or the default of our suppliers. We are not responsible where this causes a delay or failure in delivering your goods.

4.14 Time is not the essence of the contract unless expressly stated otherwise in writing by a Proprietor of the Company.

5. Cancellation and returns

5.1 This policy does not apply to goods ordered by businesses which are exempt from the Distance Selling Regulations, or the following goods which are exempt from the right to cancel.

Any items which have been custom made, such as glamped tables, colours/styles outside of the options listed on our website.

5.2 You can cancel your contract at any time up to 14 days after the day of delivery.

To do this, please e-mail, fax or write to us. We are unable to accept cancellations by phone. Please refer to point 5.1 for items exempt from this term.

5.3 You do not have to give any reason for cancellation. However, a brief explanation will help us to improve the service we offer to customers in the future.

5.4 If you cancel, you must return the goods within 14 days of cancellation, complete with the original packaging to us and/or our supplier (or any other UK address specified by us), at your own expense. You must ensure that the goods are packaged adequately to protect against damage.

5.5 You may properly examine the goods for 14 days, however you may not return any goods that have been installed unless they are faulty. For exempt goods please see point 5.1.

5.6 If you fail to return the goods, we will collect them, and we will charge you the direct cost of collection. If you fail to take reasonable care of the goods before they are returned to us, and this results in damage or deterioration, we will charge you for the reduction in value.

5.7 We will refund all monies paid to us by you including any postage / carriage within 30 days, less any costs due under this contract. Please see point 5.1 for exemptions.

5.8 We reserve the right not to replace any item that has been fitted, as we will deem this acceptance of the goods.

5.9 We are not liable for any loss earnings due to late, incorrect or lost deliveries.

5.10 We reserve the right to refuse replacements on any damaged items reported to us outside of two working days. Please refer to points: 4.10 and 4.11.

This cancellation policy does not affect your legal rights - for example, if goods are faulty or misdescribed.

6. Faulty Goods / Guarantee

6.1 If there is a problem with the goods, please notify us by email or in writing providing details of the problem. In addition, you must provide us with a digital photograph of the problem as this saves you having to return the goods for inspection. We will deal with the matter in accordance with your legal rights. Please see points 4.10 and 4.11 for time restrictions.

6.2 All goods are covered by a manufacturer's warranty against faulty workmanship and materials, subject to the terms and conditions of that warranty.

6.3 The manufacturer's warranty is provided in addition to the rights that the law says you have as a consumer and accordingly, your statutory rights are not affected.

6.4 If an exchange is necessary, this will be arranged without unreasonable delay and without charge. Replacement goods will not be dispatched until either a indicative digital image is supplied by the customer, or the original goods have been received at our warehouse and checked.

The cost of returning goods to us is your responsibility, however on inspection we will refund your reasonable postage costs, providing that the goods are found to be faulty. If the goods are not faulty, we will return them to you, however you will be required to cover our reasonable postage costs.

will be to replace the faulty goods only and we are unable to guarantee an exact match. In this instance, you will have the option of a refund on the items under the warranty claim.

6.12 Where we replace faulty goods you are responsible for their disposal if they have not previously been returned to us.

6.13 We are unable to guarantee an exact colour match due to the nature of the product.

7. Liability

7.1 Any product we sell which, if not used correctly, could lead to the user or another party being injured and hence the customer agrees that they, and not Hooked on Glamping, are liable for ensuring that the product is used in line with the manufacturer's recommendations and that any injury to themselves or third parties is their responsibility and not Hooked on Glamping.

7.2 The products sold on this website have been designed to comply with all relevant UK legislation. We cannot warrant or represent that they comply with any legal requirement outside the UK.

7.3 We do not accept liability for any consequential loss of profit or indirect losses. I.e: you should therefore not order a glamped table expecting delivery within a couple of days of your holiday.