

FORAS

NORFOLK — ENGLAND

Foras Outlet Terms of Sale:

HOME & GARDEN ACCESSORIES

All prices published are in pounds sterling and are inclusive of VAT at the prevailing rate.

We will take all reasonable care to ensure that all details, descriptions, and prices of products appearing on the website are correct at the time when the relevant information was entered onto the system. Although we aim to keep the website as up to date as possible, the information, including product descriptions and stock levels, appearing on this website at a particular time may not always reflect the situation at the exact moment you place an order.

Prices and descriptions in printed literature are subject to change, we will not honour pricing from printed literature if this has since become obsolete.

The images shown online and in catalogues are for illustration purposes only. Many products are also shown with additional props, but these are not included in the sale of a product unless otherwise specified.

The nature of our stone or slate products means that the look, tone, and texture may vary, resulting in the physical stone you receive differing in appearance from that photographed in our brochure, on our website or any other marketing material. Goods are sold on the express understanding that they are natural stone or slate which is subject to formation characteristics, variations in colour, texture, and markings.

Our vintage styled planters are artisan items which are hand finished and will vary in colour and markings. This collection is sold with the understanding that they display individual characteristics and will oxidise over time which is part of the distressed charm of the product. The aging of these products does not constitute a return or refund and does not affect your statutory rights.

We do not offer a planter drilling service for outlet planters. It will be the responsibility of the purchaser to drill drainage holes in their planter.

Some of our components are covered by their manufacturer's own guarantees. All product guarantees or warranties are subject to correct use of the product, in accordance with both our and the manufacturers guidelines and will be invalidated by misuse. Defects or damage that are due to faulty installation, operating errors, non-use of Foras components, insufficient care, or for example, due to the use of unsuitable cleaning agents, neglected maintenance, non-intended use, damage, impact, the effects of freezing, etc. cutting off the plug, shortening the cable, calcium deposits or improper repair attempts, do not fall under the protection of any guarantee.

We advise in our installation instructions that our pumps are installed using the 240v plug provided and not hard wired into the mains system. We will not be liable for the charges of an electrician to remove the pump in the event of a warranty claim if it has been hard wired in.

Outlet water feature prices include the full component kit.

TILES & FLAGSTONES

Tile & Flagstone job lots are sold as single consignments and cannot be split or broken down.

No free of charge samples will be available for Tile & Flagstone job lots, these can be purchased by calling to order at a cost of £12.50 per package sent.

Foras will not be responsible for shortages of material. It is up to the purchaser to ensure the job lot contains enough material to complete their job. Further material may not be available and if it is, it will be sold at full RRP.

It is the responsibility of the purchaser to satisfy themselves as to the suitability of the product for the purpose required.

Any advice given by us or our staff relating to fixing products and installation methods is given in good faith but should be used as a general guide only as we have not carried out a site survey and cannot therefore be sure that our advice is correct. It is your responsibility to purchase the correct fixing products and sealants for the environment in which (and in particular the surface upon which) the goods will be installed. We recommend that you take advice from a professional fitter. Foras Ltd will not be held responsible for the manner of the installation of the goods or for any damage caused during or arising from installation.

We will not accept returns of adhesives or grouting compounds where the expiration date has passed while in the ownership of the customer. Any such items returned will not be refunded in any way.

COLLECTIONS & DELIVERIES

Customer collections will need to be at a pre-arranged date/time, Monday to Friday and we require a minimum of 48 hours' notice prior to the collection time and that you arrive in a suitable vehicle.

All collections will be from Foras Ltd, West Head Road, Stowbridge, Norfolk, PE34 3NJ.

If required, delivery will be free of charge on all orders over £100.00 to a single UK mainland address (certain postcode exclusions apply) via our standard courier and pallet delivery methods. If an alternative delivery method is required, this will be chargeable and will be quoted for on an individual basis.

Selected items may not be eligible for free delivery, regardless of order value, these will need to be purchased by telephone or email rather than via our website and will be for collection from our warehouse or by a chargeable delivery method, see the Delivery Information tab on the individual product page for further information.

RETURNS

All returns will be subject to a return delivery charge (payable by the customer) and to a 30% restocking fee. The original delivery charge (if applicable) will not be refunded.

Once the goods have been returned safely to Foras and have been inspected by a member of our team, you will be issued with a credit note minus any delivery / restocking charges for an alternative purchase. Your credit note will be valid for 6 months and no refund or cash alternative will be offered.

GENERAL

Discounted prices are available on end of line and overstock products only, these offers are not available on current, full price items.

All sales are on a 'first come, first served' basis. If an item has sold out, an alternative will not be offered.

All payments are to be in full, no deposits will be accepted.

Reservations of any sort will not be accepted.

We reserve the right to withdraw any item from the sale at any time.

We reserve the right to change the available quantity of any item offered.

All sales are governed by our full Terms & Conditions, which are available online at foras.co.uk.

