

Terms & Conditions

Notices

Unless otherwise expressly stated in these Terms and Conditions, all notices from you to us must be in writing and sent to us at Rothschild & Bickers, Unit 7 Great Northern Works, Hartham Lane, Hertford, SG14 1QN, UK or by email to info@rothschildbickers.com.

Contract

Receipt of payment to us for the goods ordered confirms our acceptance of the order and your acceptance of these Terms and Conditions. Our acceptance of your order brings into existence a legally binding contract between us. Any amendments or alterations to your order may incur an upcharge and Rothschild & Bickers will notify you of these by way of an amended invoice.

Price

The prices payable for goods that you order are as set out in our website and price lists. However, quotations and invoices reflect the true price and associated elements (shipping, tax, etc.) for an order. All quotations are valid for 30 days from the date of quotation. All prices quoted exclude VAT. If you are based in the European Union, upon the production of a VAT number and proof of export, VAT will not be payable on the order. No VAT will be charged if the goods are to be sent to a country outside the European Union, provided that we receive export documents from the carriage company within three months of the date of purchase. Overseas orders may be subject to import duties and taxes, which are levied once a shipment reaches its destination country. We have no control over additional customs charges and as such, these charges are to be paid by the purchaser.

Payment

Rothschild & Bickers' preferred method of payment is via BACS. Ideally payments are made as a single payment in full for the invoice noting the invoice number as a reference where possible. You may also pay via debit cards. Other methods of payment are possible but may incur a charge and arrangements need to be confirmed in advance. Other payment methods include: PayPal, international wire transfers, SWIFT, cheque or bankers draft. All invoices are issued in Pounds Sterling and payments must be made in Sterling - this includes international orders. Some international payments might incur extra costs to cover bank charges and prior notice will be given. The responsibility for full payment reaching Rothschild & Bickers always remains with the sender.

Products

We make every effort to ensure colours appear as realistic as possible in our marketing materials. However, due to the constraints of digital and print reproduction, we cannot guarantee exact colour depiction. Every care is taken to ensure descriptions and measurements are accurate, however slight variations may occur. Due to the handmade nature of our work, all colours, sizes and measurements quoted are approximate. If you require a higher level of uniformity or finish than these techniques may allow, please discuss your requirements with us before confirming your order.

Cancellation

You may cancel your contract with us for the goods you order at any time up to the end of the seventh working day from the date you place your order. You do not need to give us any reason for cancelling your contract nor will you have to pay any penalty. Cancellations must be in writing and are best by e-mail to us at info@rothschildbickers.com. We will refund your payment promptly or on return of the item concerned if already dispatched (see Returns and Exchange Policy for details). If one or more of the goods ordered was listed at an incorrect price due to a typographical error or an error in the pricing information received by us from our supplier, we reserve the right to issue an invoice for the difference. If we do cancel your contract we will notify you by e-mail and will re-credit to your account any sum deducted by us from your credit card as soon as possible but in any event within 30 days of your order. We will not be obliged to offer any additional compensation for disappointment suffered.

Delivery

We offer a next day delivery service within the UK with the cost included in the price. The time of delivery can not be specified. Overseas orders are delivered via dedicated courier, all extra shipping charges are calculated volumetrically and will need to be agreed before confirmation of order. Delivery dates acknowledged by Rothschild & Bickers are non-binding estimates only, based upon the best available information concerning manufacturers lead times and transportation schedules. Therefore orders may be shipped on the estimated date, prior to the estimated date with the buyers approval or after the estimated date (after notification to the buyer). Estimated delivery dates will be considered as accepted by the buyer unless disagreement is notified to the Company in writing within seven days of order placement. Special delivery conditions requested by the buyer should be given in writing at the time of order placement and will be considered by the Company and if necessary conditions and charges may change accordingly. From delivery, or placement into storage, all risks for the goods pass to the buyer.

Liability

If the goods we deliver are not what you ordered, are damaged or defective, or the delivery is of an incorrect quantity, we shall have no liability to you unless you notify us of the problem in writing, preferably by email, within 7 working days of the delivery of the goods in question.

If you notify a problem to us under this condition, our only obligation will be, at your option:

- To make good any shortage or non-delivery
- To replace or repair any goods that are damaged or defective
- To refund to you the amount paid by you for the goods in question

Save as precluded by law, we will not be liable to you for any indirect or consequential loss, damage or expenses (including loss of profits, business or goodwill) howsoever arising out of any problem you notify to us under this condition and we shall have no liability to pay any money to you by way of compensation other than to refund to you the amount paid by you for the goods in question. You must observe and comply with all applicable regulations and legislation, including obtaining all necessary customs, import or other permits to purchase goods from Rothschild & Bickers. The importation or exportation of our goods to you may be prohibited by certain national laws. We make no representation and accept no liability in respect of the export or import of the goods you purchase.

Returns and Exchange Policy

Goods that have been made to order in a specific finish colour as per the customers specifications cannot be returned. If received damaged or defective then a replacement will be manufactured and delivered as replacement as soon as possible. If a standard product where no finish options have been specified for you and you would like to return your goods or exchange an item for a different item please contact us within 48 hours of receiving your order. You may return or exchange goods within seven calendar days of delivery. However, Rothschild & Bickers is not responsible for any item that is not returned in the manner set forth as such:

- The product you return must be in new, unused condition
- The product must retain all original packaging with product tags still attached.

New and unused means that there are no marks on the item or any wear on the tags. In order for you to inspect the goods, we accept that packages may have been opened and repackaged. We will not accept any item with any indication that it was used. In such cases, the item will be returned to the purchaser with any shipping costs charged to the purchaser. All accepted returned products will be credited to the original purchaser via BACS or debit card excluding delivery costs and card handling fees. To return your goods please contact us by email at info@rothschildbickers.com or by telephoning us on +44 (0)1992 677 292. We will email you a returns document and ask that you please complete and enclose it in the package along with packing the item in the appropriate manner of how it was originally shipped. In the event your order is received in a faulty or damaged condition please notify us the next working day to discuss our procedures for returns and to organise a replacement. If you would like to return the goods for another reason, for example upon inspection its not what I really want, then you can within a maximum of 7 calendar days from receipt of the goods. Please ensure to retain the original packaging, that due care is taken whilst the goods are in your possession, to carefully repackage the item(s) in the manner they were sent, and to make the goods readily available for collection.

Withdrawn / Discontinued / Information Products

In the event that an item is withdrawn, discontinued or changed by the manufacturer then Rothschild & Bickers will offer an alternative or refund after informing the customer involved.

Events Beyond Our Control

We shall have no liability to you for any failure to deliver goods you have ordered ,or any delay in doing so, or for any damage, or defect to goods delivered that is caused by any event or circumstance beyond our reasonable control including, without limitation, strikes, lockouts and other industrial disputes, breakdown of systems or network access, flood, fire, explosion or accident, or act of God.

Invalidity

If any part of these Terms and Conditions is unenforceable (including any provision in which we exclude our liability to you) the enforceability of any other part of these conditions will not be affected.

Third party rights

Except for our affiliates, directors, employees or representatives, a person who is not a party to this agreement has no right under the UK Contracts (Rights of Third Parties) Act 1999 to enforce any term of this agreement but this does not affect any right or remedy of a third party that exists or is available apart from that Act.

Governing law

The contract between us shall be governed by and interpreted in accordance with English law and the English courts shall have jurisdiction to resolve any disputes between us. Orders placed by email, telephone or written letter are bound by Distance Selling Regulations. Sales and marketing activities conducted electronically are bound by E-Commerce Regulations. Industrial, commercial and craft services are bound by Provision of Services Regulations.

Entire agreement

These Terms and Conditions, together with our current website prices, delivery details, contact details and Privacy Policy, set out the whole of our agreement relating to the supply of the goods to you by us. Nothing said by any sales person on our behalf should be understood as a variation of these terms and conditions or as an authorised representation about the nature or quality of any goods offered for sale by us. Save for fraud or fraudulent misrepresentation, we shall have no liability for any such representation being untrue or misleading.

Notification of Changes

We may change these terms and conditions occasionally without notice. Any changes will apply to subsequent orders.

Last updated: 8 January 2018