

TERMS & CONDITIONS – J D INTERIOR SOLUTIONS LTD (JDIS LTD)

Website Use

Whilst every effort is made to ensure the accuracy of our website its Content is for guidance only – JDIS Ltd cannot be held liable for errors, omissions or any consequential loss, direct or indirect, resulting from use of the Content

JDIS Ltd endeavors to keep its computers free of viruses. JDIS Ltd will not be held responsible for any viruses which may be transmitted upon viewing or downloading any material from the website or via any email or attachment originating from JDIS Ltd or for any damage or loss thereby caused.

JDIS Ltd manufactures *finepanels*™ in the UK under an exclusive licence from Keton Ltd – a member of ACID (Anti-Copying In Design) All information and materials on the *finepanel*™ website are ©Keton Ltd. Other than for personal use to assist in ordering and installing *finepanels*™, copying, reproduction or adaption of any part requires prior written permission. Designs registered.

Privacy Policy

We do not supply any information about our customers to third parties other than for purposes directly related to their order e.g. Delivery details. We may on occasion send out e-mails or letters containing information directly related to JDIS Ltd (e.g. offers, new products, news etc.) Customers should request to be removed from our mailing list if this is not acceptable.

Delivery

Delivery is usually by a national courier 'Next Weekday' service (excludes weekends and Bank Holidays) however one trading days' notice is required (e.g. Goods paid for and ready on a Monday will be dispatched Tuesday for predicted delivery on Wednesday) Panels larger than 1400mm x 800mm are delivered on a 1-2 day service – If so a £10+VAT large panel surcharge will apply and we will inform you of this in advance

Usual delivery times are between 8.00AM and 6.30PM – It is not possible to specify a particular time or AM or PM. If a consignment does not arrive on the day predicted please contact us and we will attempt to track its progress with the courier.

We will usually e-mail a customer once their Goods have been collected however once a consignment has left us we have no control over it and therefore cannot guarantee that it will arrive on the day predicted. Please do not arrange for contractors to fit *finepanels*™ based upon a specific delivery date as JDIS Ltd accepts no liability for any losses or expenses incurred as a result of a delayed delivery. *Note - All of our panels should be acclimatized for 48 hours in the room of installation so should **not** be fitted immediately.*

All deliveries must be signed for. Unsigned for Goods will be returned to the depot and a card left so that a customer may contact the courier directly (*not JDIS Ltd*) to re-arrange delivery as soon as possible

Delivery charges shown on our *calculator* are for guidance only as they vary depending on weight, postcode and courier (We select the most economical for a particular order) Delivery charges are quoted once we have full details of a customer's requirements – for *estimating purposes only* they usually approximate to 10% of the order value to most mainland UK destinations We have no minimum order value however the minimum delivery charge is £12 incl. VAT

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Warranty - Damaged / Faulty / Missing / Incorrect Goods

If there are obvious signs of damage to a consignment they should be signed for as '*Damaged – Unchecked*'. Although each box contains protective end plates, transit damage may occasionally occur. As most panel runs require one or more panels to be trimmed it is often possible to discard the damaged portion during installation – If not customers should contact us immediately and we will arrange to collect the damaged items and supply replacements at no cost to the customer.

If any of the Goods are found to be faulty, missing or incorrect within 14 days customers should inform us and we will rectify the situation at our own expense (*excludes willful damage, accident or negligence by the customer or a third party*)

Instances listed in the bullet points immediately below are **not** deemed to be 'Faults' under the terms of our replacement warranty. *finepanels*[™] are offered for sale as partially prepared sub-assemblies not as fully finished products.

- *finepanels*[™] are manufactured to have a firm, positive fit and so may require a light tap to fully engage – especially any that are gently curved, which is normal. Occasionally their location tongues may require 'easing' if they prove to be excessively tight – lightly sanding the machined face of an exposed tongue to remove any debris or primer will usually suffice.
- In the course of production parts are primed automatically - primed surface debris or a local build-up of primer may occasionally occur. Where we notice these we sand them down flush which may locally expose the MDF below - any such instances we may have missed should be sanded flush prior to painting. Exposed areas of MDF may be re-primed however two top coats of paint will usually cover any local discoloration.
- *finepanel*[™] parts are lightly sanded after priming however occasional uneven surfaces or rough edges may persist – these, along with panel surfaces in general, should be lightly sanded and dusted down prior to painting.
- Where small gaps between components or panels occur two coats of paint will usually fill them effectively – larger gaps and any surface depressions should be filled with white filler and sanded flush prior to painting.

finepanels[™] are available directly and exclusively from JDIS Ltd – We do not use agents, stockists or re-sellers. We therefore accept no liability for any *finepanels*[™] subsequently sold on by any of our customers other than bona fide Trade customers who do so in the direct course of their business and through whom any issues or claims should be addressed

The liability of JDIS Ltd is limited to the replacement value of the damaged / faulty / missing / incorrect Goods only (including delivery). JDIS Ltd is not liable for any consequential loss including (but not limited to) loss of time, loss of income or loss of business.

Methods of Payment

JDIS Ltd accepts payment by Bank Transfer (BACS), Cheque or by phone with a Credit/Debit Card. We do not collect or retain customers financial information. *Note - Goods paid for by credit/debit card can only be delivered to the registered card address*

Receipt of payment in full is required prior to dispatch – Please allow 4 working days for cheques to clear. We do not accept deposits or part payments

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Discounts

At our discretion a Trade discount is available to bona fide Trade customers. Proof of Trade status is required in the form of a company order or company letterhead and any qualifying invoice will be made out to the company **not** to an individual.

At our discretion volume discounts may be available for substantial quantities of panels purchased in a single order – Please enquire.

Samples

Upon request we can supply a free A4 size corner piece of panel for customers to assess however we do **not** send out whole panels as free samples – Whole panels required for assessment must be paid for in full incl. delivery (min £12 incl. VAT)

Cancellation & Returns

Retail customers have the right to cancel their order and request a full refund provided they notify us in writing (letter or e-mail **not** telephone) within 14 working days of delivery.

Cancelled Goods should be returned to us in a saleable condition by the customer, at their own cost and risk, within 28 days. Customers have a duty to take reasonable care of the goods whilst in their possession and should ensure that they are adequately packaged and clearly labeled for return transit (where possible unopened in their original packaging)

JDIS Ltd is not responsible for any loss or damage to any returned Goods in transit. We recommend that Goods are returned via a recorded delivery service with an appropriate level of insurance. We reserve the right to charge for returned Goods lost or damaged in transit.

'Special' Goods

The right to cancel does **not** apply to 'Special' Goods made to customers own specifications ('Special' being defined as finepanels™ for which prices were **not** listed in our *Retail Price List* at the time of the order – for example non-modular heights, non-standard configurations etc.) At our discretion a partial refund may be available for a 'Special' order cancelled prior to dispatch subject to its state of completion. If 'Special' Goods have already been manufactured no refund will be given. If only partially manufactured and we are able to re-use all or some of the parts we will charge only for the waste materials and time expended and will refund the difference.

Installation Requirements

finepanels™ are designed to be installed by a competent DIYer or Tradesperson. Whilst convenient, quick and relatively straightforward to install, they do however require the installer to have read and understood the instructions provided prior to installation.

JDIS Ltd cannot be held responsible for panels if the recommended installation procedures are not followed nor for any panels which have been used in an inappropriate location or altered or modified in any way contrary to our recommendations. Installation of the panels implies acceptance of them by the customer.

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Although made from moisture resistant MDF and assembled using moisture resistant adhesive *finepanels*[™] are unsuitable for permanently damp walls or areas regularly exposed to water e.g. showers, saunas, splash backs, bath surrounds etc. *finepanels*[™] should not be exposed to a naked flame.

finepanels[™] are attached to walls at the customers own risk. Removing glued-on *finepanels*[™] may damage walls. JDIS Ltd accepts no liability for any damage caused by panel removal or for any costs incurred in making good such damage

Panel layouts prepared to customers own dimensions are provided free of charge and are for guidance and quotation purposes only. Any additional panels or parts subsequently found to be required must be paid for, including delivery, prior to dispatch. Surplus panels or parts are non-refundable.

General Information

Registered Business Address:-

J D Interior Solutions Ltd
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Peterborough
PE2 7JP

Tel 01733 665295

E-Mail - info@finepanel.co.uk

Company Number 092282258

Prices quoted on the www.finepanel.co.uk website supersede all previous publications. JDIS Ltd reserves the right to change its Terms, Conditions and Prices without prior notice. E&OE.
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