

## **Terms and conditions**

### Data protection

Your personal details will not be passed on or sold to any other company in accordance with the Data Protection Act. We may from time to time contact existing customers to inform them of a new offer or service, if you do not wish to receive these emails you may opt out at any time.

### Website Terms of use

If you continue to browse and use this website, you are agreeing to comply with and be bound by the following terms and conditions of use, which together with our privacy policy govern sligo glass co ltd relationship with you in relation to this website. If you disagree with any part of these terms and conditions, please do not use our website.

The use of this website is subject to the following terms of use:

The content of the pages of this website is for your general information and use only. It is subject to change without notice.

Neither we nor any third parties provide any warranty or guarantee as to the accuracy, timeliness, performance, completeness or suitability of the information and materials found or offered on this website for any particular purpose. You acknowledge that such information and materials may contain inaccuracies or errors and we expressly exclude liability for any such inaccuracies or errors to the fullest extent permitted by law.

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Unauthorised use of this website may give rise to a claim for damages and/or be a criminal offence.

From time to time this website may also include links to other websites. These links are provided for your convenience to provide further information. They do not signify that we endorse the website(s). We have no responsibility for the content of the linked website(s).

Your use of this website and any dispute arising out of such use of the website is subject to the laws of Republic Of Ireland .

### Pricing

All prices on sligoglass.com include VAT payable but delivery charges may vary. Delivery charges are added to your basket when items are added. Although we endeavour to ensure that all pricing information on sligoglass.com is accurate, occasionally an error may occur and goods may be mispriced. If we discover a pricing error we will, at our discretion, either contact you and ask you whether you wish to continue with the order at the correct price or notify you that we have cancelled your order. We will not be obliged to supply goods at the incorrect price. We reserve the right to adjust prices, offers, goods and specifications of goods on sligoglass.com at our discretion at any time before (but not after) we accept your order.

### Ordering Terms

Your order is accepted by us once Deposit/PO has been received. Your order may not be changed after payment is received as the manufacturing process will then begin.

### Toughened Glass

You should be aware that with all toughened glass products, there is a 2mm tolerance. This is due to the toughening process itself where the glass is taken to melting point before being rapidly cooled meaning the size can change a little. If you have carefully followed our measuring instructions this should not be an issue but should your glass not fit due to this reason we cannot be held accountable.

### Splashbacks

All our coloured glass splashbacks are made by back painting coloured glass so as with tiles our colours are made in batches. If you intend to place a repeat order you should be aware that there may be a colour difference, for this reason we cannot guarantee that the colour will be the same. In these circumstances you should inform us before you order that you wish to match to a previous order and we can try to work with you to do that. Please note that the colours displayed on our website are only to be used as a guide. We only use RAL & BS Colour Chart so should you wish to be sure of the colour of the glass you will receive it is strongly advisable to order a sample as we cannot guarantee that our paint will match other paint manufacturers, the colour represented on an

individual's computer screen or that we can reproduce a colour to a higher than 97% level of accuracy.

### Double Glazing

5 Year Guarantee on Glass Seal only

### Providing your own templates

Should you wish to send us your own wooden templates please do so to the address found on our about us page. We will make your glass to the exact size and shape of your templates to an accuracy of 2mm. Please note that should you choose to send us your own templates you do so at your own risk, we will not be held liable for loss or damage of your templates in the factory or be held liable for any associated costs you may have incurred in getting your templates manufactured.

### Finishes, Colour additives and Named Colours

We reserve the right to make changes to any finishes that may affect the product you receive without notice. If you have ordered a sample and you would like to make sure the sample you received will be the same finish as the end product you must inform us in case any such changes may mean we need to inform you or indeed manufacture your glass to suit it.

### Distance Selling Regulations

By Paying Your Deposit/ or Sending PO you are accepting Sligo Glass Co Ltd terms & conditions. For the supply of goods made to the consumer's own specification such as custom- made Glass or Windows & In accordance with the distance selling regulations, orders may not be cancelled once Product has been manufactured to your specifications.

### Delivery

Delivery prices quoted are for Republic of Ireland and Northern Ireland only.

## Payment

The total cost of your order including delivery will be detailed in your invoice. Online Payment may be made using Paypal's secure online payment service.

## Returns and refunds policy

Please check for any visible signs of damage to the packaging of your order before signing for the delivery. Any items damaged in transit should be noted at time of delivery, and if possible delivery should be refused and returned to us.

If your Glass arrives defective this should also be noted at time of delivery and returned via the courier. If the Glass does not fit we cannot issue you a refund if the measurements match the measurements on your invoice, so please check your invoice prior to completing payment.

Please ensure that you have thoroughly checked your order before signing for it. Once signed for any claims made by you will be validated at our discretion and should be raised with 24 hours of receipt. Where you have asked us to leave your order in a safe place at your premises or with a friend or neighbour you do so at your own risk. We recommend that you have the friend or neighbour check your order on your behalf. Where possible, we reserve the right to repair any defects rather than remaking that particular piece of glass or issuing any form of compensation. If the glass is fitted we are unable to consider any claims of damage. For the supply of goods made to the consumer's own specification such as custom- made Glass or Windows & In accordance with the distance selling regulations, orders may not be cancelled once Product has been manufactured to your specifications. No refunds can be given for Custom made Products.

## Account Holders

Accounts not paid within 30 days are subject to late payment fees in accordance with Commercial Transaction Regulations 2001 (SI 388 OF 2002)

Disclaimer: Title of Goods does not pass until payment is received in full. Shortages, Damaged or Receipt of Incorrect Goods must be reported immediately.