

HOW TO ORDER AND TERMS AND CONDITIONS

To Complete the Order Form Please complete the order form in capital letters and include the codes, description of goods including colour, quantity, price per unit and total price. Please include any Direct Delivery charges and add postage.

By Post Please make cheque or money order payable to The Healthy House Ltd or complete the credit card details.

By Telephone: 01453 752216

Or Fax: 01453 753533

Complete the order form before telephoning or faxing. Payment by credit, debit and switch card only.

Or order on our secure website on:

www.healthy-house.co.uk



Credit or Debit Card

Please give your card number, expiry date, valid from date, issue number if applicable, security code (the last three digits on the signature strip) and the name as it is written on the card. Please add the statement address if it is different from the customer address given.



Direct Delivery If an item has a DD (Direct Delivery) charge it is either sent direct from one of our suppliers or under separate cover.

Postage Please remember to add £3.95 for postage and packing unless it states otherwise below the item price in which case add one p/p amount, the highest of the items you are ordering except for the Field Meters and BioElectric shields which are sent separately by Special Delivery. The £1.95 p/p is reserved for certain items where specified. Please also add Direct Delivery charges if they apply to other items you are ordering. Please note that if you are ordering from outside the mainland or the Highlands postage costs may be increased.

Delivery We endeavour to send orders out within seven days, though most are dispatched within 36 hours. Should you not receive your order within 14 days please notify us as parcels do sometimes go astray. Some items are made to order and will therefore take longer. **Always check items before signing a 'received in good condition' delivery slip. If any damage has occurred to the goods, please do not sign the slip and notify us immediately.**

Overseas Customers Some items can be sent overseas and must be paid for by credit card or bank transfer. Postage will be charged at cost.

Terms & Conditions of Sale

1. Interpretation

1.1 In these conditions "Purchaser" means the person who offers to purchase the goods and whose name and address appear on the invoice. "Company" means The Healthy House Limited (registered in England under Company No 4860381) "Goods" means the goods (including any installment of the goods or any parts of them) which the Company is to supply in accordance with these conditions. "Writing" includes e-mail, facsimile transmission and comparable means of communication.

2. Basis of Sale

2.1 An invoice will be deemed to be accepted if not queried within 7 days from the invoice date.

2.2 These conditions shall govern the Contract to the exclusion of any other terms and conditions unless otherwise agreed in writing by the parties to the Contract.

2.3 In entering into the Contract the Purchaser acknowledges that it does not rely on and waives any claim for breach of any representation concerning the goods unless such representations are confirmed in writing by the Purchaser.

2.4 Any typographical, clerical or other error or omission in any sales literature, quotation, price list, acceptance of offer, invoice or other document or information issued by the Company shall be subject to correction without any liability on the part of the Company.

3. Order and Specifications

3.1 The Purchaser shall be responsible to the Company for ensuring the accuracy of the terms of any order (including any applicable specification) submitted by the Purchaser and for giving the Company any necessary information relating to the Goods within a sufficient time to enable the Company to perform the Contract in accordance with its terms.

3.2 The Company reserves the right to make any changes in the specification of the Goods which are required to conform with any applicable safety or other statutory requirements which do not materially affect their quality or performance.

3.3 No order which has been accepted by the Company may be cancelled by the Purchaser except with the Company's written agreement.

4. Price of the Goods

4.1 The Company makes every effort to keep the prices as competitive as possible and reserves the right to amend prices without notice.

4.2 All prices include VAT unless the Goods have been granted zero rating by Customs and Excise. At present the only items that are zero rated are some of the dust mite bedding covers and the Light Boxes.

5. Description of Goods

5.1 Goods are described as completely and as accurately as possible. As much relevant information is included as the Company feels is necessary to make an informed choice. All products have been carefully chosen for their suitability for the allergy market but the Company cannot guarantee that they will be suitable for all Purchasers.

6. Delivery

6.1 Receipt of damaged goods must be notified immediately as in some cases claims must be made on the day the Goods are delivered.

6.2 Though we endeavour to send out most orders within a few days and many go out within 24hrs, we cannot guarantee the time of delivery of goods and we will not accept any responsibility for delivery delays. If you require goods to arrive at a specific time please ensure that you leave sufficient time for delivery.

7. Returns

7.1 The Purchaser has the right to return the complete order purchased within 7 days of the date received*. The Purchaser must send a notification in writing, fax or e-mail within 7 days of receipt of the Goods. If so notified, the Company will refund the full purchase price of the order including the postage as long as the Goods are received unused, in their original undamaged packaging and in saleable condition. The Purchaser must return the goods at his expense.

7.2 The Purchaser may return the purchased Goods within 14 days of the date received. If the time expired is over 7 days or if a part order is returned, the Company will refund the full price of the Goods but not the delivery.

7.3 In event of cancellation, the Purchaser must return the goods to the company at the Purchaser's expense. If the Purchaser does not return the goods the Company has the right to recover the Goods and to deduct the cost of recovering the Goods from the Purchaser.

7.4 It is the responsibility of the Purchaser to take "reasonable care" of the Goods which must be unused, in the original packaging and in saleable condition. The Company reserves the right to charge for any Goods not returned in saleable condition or exceeding the 14 day period.

7.5 On receipt of Goods returned in saleable condition the Company will refund the money within 30 days.

* Goods that are made or mixed to order are non returnable unless for faulty workmanship.

THANK YOU FOR YOUR ORDER