



# Consumer terms of sale

Please read these terms of sale carefully before placing your order and retain a copy of these terms and your order for future reference.

## Formation of the contract

- 1.1 Ray is a trading name of Oldfield Lighting Supplies Limited.
- 1.2 These terms of sale apply to all goods supplied by Oldfield Lighting Supplies Limited registered in England and Wales no. 4090681 (Oldfield).
- 1.3 No contract exists between you and Oldfield for the sale of any goods until the Oldfield has received and accepted your order and sends you confirmation in writing or by email to the address or email address you have given. Once Oldfield does so, there is a binding legal contract between us.
- 1.4 The contract is subject to your right of cancellation (see below).
- 1.5 Oldfield may change these terms of sale without notice to you in relation to future sales.

## Description and price of the goods

- 2.1 The description and price of the goods you order will be as shown in Oldfield's current catalogue or on its website at the time you place your order.
- 2.2 The goods are subject to availability. If on receipt of your order the goods you have ordered are not available in stock, we will inform you as soon as possible, and refund or recredit you for any sum that has been paid by you or debited from your credit card for the goods.
- 2.3 Every effort is made to ensure that prices shown in Oldfield's current catalogue or shown on its website are accurate at the time you place your order. If an error is found, we will inform you as soon as possible and offer you the option of reconfirming your order at the correct price or cancelling your order. If you cancel, we will refund or recredit you for any sum that has been paid by you or debited from your credit card for the goods.
- 2.4 In addition to the price, you will be required to pay a delivery charge for the goods, as shown in the section of Oldfield's catalogue or website about delivery.
- 2.5 The price of the goods and delivery charges are inclusive of VAT.

## Payment

Payment for the goods and delivery charges can be made by any method shown in Oldfield's current catalogue or shown on its website at the time you place your order.

## Delivery

- 4.1 The goods you order will be delivered to the address you give when you place your order, except that deliveries are not made outside the United Kingdom, and some parts of the United Kingdom are not covered, as shown in Oldfield's current catalogue or on its website at the time you place your order.
- 4.2 If delivery cannot be made to your address, Oldfield will inform you as soon as possible, and refund or recredit you for any sum that has been paid by you or debited from your credit card for delivery.
- 4.3 If there is no one at the address given who is competent to accept delivery of the goods, you will be notified of an alternative delivery date or a place to collect the goods.
- 4.4 Every effort will be made to deliver the goods as soon as possible after your order has been accepted, and in any event within 90 days of your order. However, Oldfield will not be liable for any loss or damage suffered by you through any reasonable or unavoidable delay in delivery. In this case, Oldfield will inform you as soon as possible.
- 4.5 You will become the owner of the goods you ordered and responsible for risk of loss of or damage to them once they have been delivered to you.

## Your right of cancellation

- 5.1 You have the right to cancel the contract at any time up to the end of seven working days after you receive the goods (see below). A working day is any day other than weekends and bank or other public holidays.
- 5.2 To exercise your right of cancellation, you must give written notice to Oldfield by hand or post, fax or email, at the address, fax number or email address shown below, giving details of the goods ordered and (where appropriate) their delivery.
- 5.3 If you exercise your right of cancellation after the goods have been delivered to you, you will be responsible for returning the goods to Oldfield at your own cost. The goods must be returned to the address shown below. You must take reasonable care to ensure the goods are not damaged in the meantime or in transit.
- 5.4 Once you have notified Oldfield that you are cancelling the contract, Oldfield will refund or recredit you within 30 days for any sum that has been paid by you or debited from your credit card for the goods.
- 5.5 If you do not return the goods as required, Oldfield may charge you a sum not exceeding the direct costs of recovering the goods.
- 5.6 You do not have the right to cancel the contract if the order is for audio or video recordings or computer software which have been unsealed by you, or for goods which by their nature cannot be returned or are liable to deteriorate or expire rapidly. Oldfield will notify you at the time your order is accepted if this applies.

## Warranty

- 6.1 All goods supplied by Oldfield are warranted free from defects for 12 months from the date of supply. This warranty does not affect your statutory rights as a consumer.
- 6.2 This warranty does not apply to any defect in the goods arising from fair wear and tear, wilful damage, accident, negligence by you or any third party, use otherwise than as recommended by Oldfield, failure to follow Oldfield's instructions, or any alteration or repair carried out without Oldfield's approval.
- 6.3 If the goods supplied to you develop a defect while under warranty, or you have any other complaint about the goods, you should notify Oldfield in writing at the address, fax number or email address shown below.

## Data protection

- 7.1 Oldfield will take all reasonable precautions to keep the details of your order and payment secure, but unless Oldfield is negligent, Oldfield will not be liable for unauthorised access to information supplied by you.
- 7.2 Oldfield will only use the information you provide about yourself for the purpose of fulfilling your order, unless you agree otherwise. Oldfield would like to notify you of products and offers that may be of interest to you from time to time, and if you would like to be notified of these, please tick the relevant box when registering. You can correct any information about you, or ask for information about you to be deleted, by giving written notice to Oldfield at the address, fax number or email address shown below.

## Applicable law

These terms of sale and the supply of the goods will be subject to English law, and the English courts will have jurisdiction in respect of any dispute arising from the contract.

The logo for Ray, featuring the word "Ray" in a stylized, cursive script font.

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