

# Terms & Conditions

We', 'us' or 'our' means lifesizemodels.com of South Wales.

We are a UK business retailing Life Size Models. Our website address is [www.lifesizemodels.com](http://www.lifesizemodels.com).

Please read our terms and conditions ("terms") carefully.

We recommend that you print the terms out for reference in the future.

## 1. Business Contact Details

Please write to: Lifesize Models, 52 Marine Street, Cwm, Gwent, NP23 7ST

Or call: 07880731457 or 01495 440650

or contact e-mail: [info@lifesizemodels.com](mailto:info@lifesizemodels.com)

## 2. Use of this site

2.1 By accessing and using any part of this site, the visitor/consumer ("you") agrees with lifesizemodels.com to be bound by these terms. If you do not accept these terms, you may not use this site or access or display any of the information made available to you at this site. These terms for the sale of goods govern any contract for sale that lifesizemodels.com enters into with you.

2.2 Your statutory rights are not affected

## 3. Links

lifesizemodels.com do not accept any liability for any website not under our control, which may act as a portal to our site or be connected by a link with our site or that we connect by a link to.

## 4. Supply of goods

lifesizemodels.com reserves the right to refuse the supply of goods at its discretion.

## 5. Ordering

5.1 To order goods you must be least 18 years of age.

## 6. Provision

6.1 If any provision of these terms and conditions shall be unlawful, void or for any reason unenforceable then that provision shall be excluded and shall not affect the validity and enforceability of the remaining terms and conditions.

## 7. Offer and acceptance

7.1 A binding contract is formed between you and life-sizemodels.com when you receive confirmation from us by e-mail, telephone or other agreed means that your order has been accepted.

## 8. Cancellation of orders

8.1 Under the Distance Selling Regulations you have a right to cancel your order for any item purchased on this website within 7 days of receiving your goods providing goods are returned in the condition sent with all original packaging and documentation, and goods are in a perfect re-saleable condition. Cost of returns is down to The Customer. There will also be a handling charge of 10% of the sale to cover all restocking costs.

8.2 To cancel you can email us or write to us (see clause 1 for details) within seven days of delivery of your items, quoting your order number.

### 8.3 Delivery Times & Customs issues

Quoted delivery times are based on manufacturer estimates and are subject to change due to demand and International Shipping Delays. Please note that due to customs delays, delivery times may be extended. We cannot be held responsible for extended delivery times, caused by customs, bonded warehouses or clearings. We will keep you informed of progress through these stages, but please note refunds CANNOT be given if your special order is delayed.

## 9. Prices

9.1 [lifesizemodels.com](http://lifesizemodels.com) prices are in Great Britain Pounds Sterling. All orders to Mainland UK will be sent via Courier, Royal Mail or Parcelforce.

9.2 [lifesizemodels.com](http://lifesizemodels.com) reserve the right to change any advertised prices at any time.

While we try to ensure that all prices on our website are accurate, errors may occur. If we discover an error in the price of goods you have ordered, we will inform you as soon as possible and give you the option of reconfirming your order at the correct price or cancelling it. If we are unable to contact you, we will treat the order as cancelled. If you cancel and you have already paid for the goods, you will receive a full refund.

## 10. Delivery

10.1 [lifesizemodels.com](http://lifesizemodels.com) endeavour to deliver within 7 working days from receipt of your order. All deliveries are subject to payment authorisation. If an item is temporarily out of stock and dispatch is anticipated to be greater than 7 days, [lifesizemodels.com](http://lifesizemodels.com) will contact you by e-mail or telephone to arrange a new delivery date. If this is not satisfactory to you, we will offer you a refund.

10.2 Time of delivery will not be of the essence and [lifesizemodels.com](http://lifesizemodels.com) will not be liable for any damages or expenses incurred by you or any third-party arising directly from our failure to meet any estimated delivery dates or times (if given)

10.3 If you have any questions concerning delivery please e-mail us at [info@lifesizemodels.com](mailto:info@lifesizemodels.com) or you may telephone us on 07880 731457 or 01495 440650 quoting your order number.

## 11. Money-back guarantee

11.1. Under our 7-day money back guarantee, if for any reason you are not entirely satisfied with your purchase, [lifesizemodels.com](http://lifesizemodels.com) will give you a full refund provided that goods are returned to us in the condition sent, within 7 days of you having received them. Please note we do not carry costs for returns. All returned items should be returned unused in original packaging and include all fittings & parts intact and unused and with all guarantees enclosed.

11.2 If goods have a fault, you must notify us within 2 working days. [lifesizemodels.com](http://lifesizemodels.com) will give you a full refund provided that goods are returned to us in the condition sent and returned items should be returned unused in original packaging, and include all fittings & parts intact and undamaged and with all guarantees enclosed. The Customer is under obligation to take reasonable care of the goods whilst in their possession, until returned, and will be liable for any loss of or damage to the goods if he or she fails to comply with this obligation.

On receipt of the returned product, if following the testing process, the product is found to be in good working order without defect, we will return the product to you, and the carriage costs of this return will be your responsibility. If goods come back damaged in transit, the product will be returned to you, and the carriage costs of this return will be your responsibility. So please ensure goods are wrapped and packaged securely.

## 12. If goods are delivered damaged or faulty

12.1 Please examine the goods on delivery in case they are damaged or faulty.

12.2 Each item has been checked before leaving the warehouse.

Remove all packaging and check each piece before signing for it in good condition, as claims can't be made at a later point.

If there is any damage that is unacceptable to you, then you don't have to accept as you are entitled to expect your item just as we shipped it.

The Driver won't leave until signed for in good condition, or with accepted minor damage (e.g., scratched) or refused as damaged.

12.3 If you do not inform us straight away, we shall have no liability for goods said to be damaged on delivery. This does not affect your statutory rights.

## 13. Product Specifications

13.1 Images on our website do not show the actual size of items. All sizes and measurements are approximate, but we do try to make sure that they are as accurate as possible. On the rare occasion that there is an error, we will advise you about it as soon as possible.

13.2 Sometimes our product specifications may change, in which case we will do our best to offer you a substitute of the same or better quality at the same price.

If you are not happy with the replacement you can return it in accordance with our 7-day money back guarantee.

## 14. Your personal details

lif-sizemodels.com has a privacy statement for all clients.

All personal details that you give us are securely stored. We do not supply or sell customers details to any outside organisation. We will endeavour to take all reasonable care, in so far as it is possible to do so, to keep all details of your order and payment secure, but in the absence of negligence on our part we cannot be held liable for any loss you may suffer if a third-party procures unauthorised access to any data you provide when accessing or ordering.

## 15. Signing for goods

All goods must be signed for by an adult aged 18 years or over on delivery.

## 16. Use of our site

16.1 To the fullest extent permitted at law, life-sizemodels.com is providing this site and its contents on an "as is" basis and makes no (and expressly disclaims all) representations or warranties of any kind, express or implied, with respect to this website or the information, content, prices, materials or products included in this site including, without limitation, warranties of merchantability, satisfactory quality and fitness for a particular purpose.

16.2 Except as specifically stated on this site, to the fullest extent permitted at law, neither life-sizemodels.com, nor any of its affiliates, directors, employees or other representatives will be liable for damages arising out of or in connection with the use of it or the information, content, materials or products included on it. This is a comprehensive limitation of liability that applies to all damages of any kind, including (without limitation) compensatory, direct, indirect, or consequential damages, loss of data, income or profit, loss of or damage to property and claims of third parties. For the avoidance of doubt, lifesizemodels.com does not limit its liability for death or personal injury to the extent only that it arises because of the negligence of life-sizemodels.com its affiliates, directors, employees or other representatives.

## 17. Governing law and jurisdiction

17.1 This contract is subject to the law of England. All disputes arising out of this contract shall be subject to the exclusive jurisdiction of the courts of England. Those who access the site from other locations are responsible for compliance with their local laws and taxes as applicable.

17.2 Any disputes not resolved by normal complaints procedure will be resolved exclusively in the courts of England under English Law.

## **18. Overall**

These terms and conditions are subject to change at any time without prior notice to you.

For any further details about our disclaimer or privacy policies please e-mail us at [info@lifesizemodels.com](mailto:info@lifesizemodels.com)