



60 Racecourse Road, Gallowfields Trading Estate,
Richmond, North Yorkshire. DL10 4TF

Tel: +44 (0)7515468992

Website: www.hanrine.co.uk

Email: enquiries@hanrine.co.uk

Social Media: @HanrineUK

Terms and Conditions

Introduction

Welcome to our website. By accessing and browsing our website, you are agreeing to and will be bound to our terms and conditions of sale. The term 'Hanrine' or 'us' or 'we' refers to the owner of the website whose registered office is 60 Racecourse Road, Gallowfields Trading Estate, Richmond, DL10 4TF. Our company registration number is 10450192. The term 'you' refers to the user or viewer of our website.

Delivery

(a) When will I receive my delivery?

As each product is handcrafted, we aim to have the finished product from production, to your fireside within fourteen days. As every Hanrine item is handmade, during busy times this may vary, however you will be informed via email or telephone and updated on your order status.

(b) What am I responsible for upon delivery?

Examine your order upon delivery to ensure that there are no visible signs of damaged, missing or incorrect products. In the event that there are missing, damaged or incorrect packages, please contact us within 48 hours of your delivery. For any other problem with your order, please refer to our returns policy.

(c) My delivery arrived late

We will not be in breach of these Conditions if a Consignment is delivered late. We use a third party courier service. If your order does arrive late, please inform us immediately and we will contact the courier company direct.

(d) Distribution



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We use a third party courier for distribution of finished products. Once the goods are collected by the courier, it is the responsibility of the courier to deliver the goods safely.

(e) Proof of Delivery

If you require proof of delivery after the delivery has been made, we will endeavour to provide the information to you as soon as possible, providing your request is made within 14 days from the date of despatch. If after this date, we will of course do our best.

Returns

Your use of any information or materials on this website is entirely at your own risk, for which we shall not be liable. It shall be your own responsibility to ensure that any products, services or information available through this website meet your specific requirements.

Please contact us if you are not entirely happy with your purchase. We will make our best efforts to resolve any problems with your order. Please contact Hanrine direct within 7 working days. We will review your reasons for the return and confirm if the goods can be returned. If decided a refund is viable, please note delivery fees are not refundable once the order has shipped.

Cancellation Policy

As your item is bespoke and made to your colour preference, we do not offer a cancellation policy.

Confidentiality Agreement and Privacy Policy

Client information are regarded as confidential and therefore will not be divulged to any third party. We do however pass on your delivery and contact details to our courier for delivery purposes only. We use the information when processing orders and store for ease of the process on any future orders and provide a historical record of previous orders. We



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will not share or sell any personal customer information to any third party. Any information sent by this company will only be in connection to the agreed products and services.

Payment

We accept BACS Transfer or payment via our online shop. Credit cards are also an accepted method of payment when at shows. Our terms are payment in full prior to shipment for end customer and for distributors our terms are payment in full within 14 days. All goods remain the property of Hanrine until paid for in full. We reserve the right to charge interest on any late payments and seek recovery of any outstanding invoices which are unpaid sixty days from date of invoice. If the outstanding invoice is more than £3,000, you shall be liable for all administrative and/or court costs, If invoices remain outstanding, we reserve the right to cease all orders with immediate effect until the money is received in full.

Privacy Statement

We currently hold details securely on our database of all individuals of whom we trade. The information is held purely to enable us to maintain our trading relationship and communications with you and includes some or all of the following information;

- Company Trading name and address
- Company Registration and VAT numbers (where applicable)
- Company Bank Details
- Company contact names
- Numbers and email addresses
- Trading Activity

Please be assured that we do not use your information for marketing purposes and we do not share your information with any other third parties.

All of our databases are protected with anti-virus software.



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If you have any queries on this, please do not hesitate to contact

enquiries@lambaweld.co.uk

Any changes to our privacy policy will be posted on our site 30 days prior to these changes taking place. You are therefore advised to re-read this statement on a regular basis.