QUOTATION

Unless otherwise stated a quotation is open to acceptance for a period not exceeding 30 days from the date of supply.

ORDER CONFIRMATION

An order or an acceptance of a quotation must be accompanied by sufficient information to enable ON&ON to proceed with the order. Any modifications must be agreed in writing and reference must be made to any special quotation which has been given. All telephone and verbal orders must be confirmed in writing. All communications relating to orders should specify the number and date of the original order together with a description of the goods. ON&ON will accept no responsibility for losses arising from non-observance of these requirements.

PAYMENT

Quotations are submitted and orders are only accepted subject to the terms and conditions that follow. These terms supersede any buyer’s terms and conditions.

Prices are subject to confirmation at the time of order. Prices agreed are exclusive of vat and delivery charges.

Full payment is required at the time of purchase for all stock.

Orders require a deposit of 50% payable at the time of the order is placed. Deposits will not be refunded if the customer cancels the order after seven days from the date of order. Any outstanding balance must be paid prior to delivery. Delivery cannot be made until any outstanding balance has been paid. In the event of the balance is due within seven days of the invoice date. Any payment delays will incur a charge.

All deliveries must be signed for and checked by the customer. Any claim regarding missing pieces or damages must be made within 24 hours of receipt of goods, by telephone, followed by a written claim within 24 hours of receipt of goods.

All deliveries remain the property of ON&ON until the account has been settled in full. Risk shall pass to the purchaser on delivery or attempted delivery.

DELIVERY / CONTACT

Deliveries are one man kerbside and do not include unpacking, assembly and installation. Any installation required must be discussed at the time of order and costs to be confirmed prior to delivery.

All delivery times quoted are approximate and subject to change prior to delivery. If, for any reason delivery is delayed we do not accept liability of any consequential loss.

48 hours notice must be given for cancellation of any arranged deliveries, failure to do so will incur a charge.

If the products are damaged in transit, missing or incorrect, you must notify us within seven days of delivery. Once the damaged or incorrect goods are received back into our warehouse, we will either replace the damaged or incorrect products or refund the price (including delivery costs) to you.

Provided the above conditions are met we will refund the cost of such returns (this applies to the UK only).

MATCHING / COLOUR FINISHES

For all items made from natural products such as wood, it is not possible to guarantee items will have the same colour, shade, pattern or finish, due to inherent nature of such products. We cannot guarantee to match goods exactly which have been ordered at different times.

LIABILITY

The shelving system could fail if the instructions contained in our installation guide are not followed precisely. We are unable to accept liability for systems that are not fixed according to our instructions and reserve the right not to install a system if instructed to omit any fixings.

We are not able to accept liability for the poor condition of walls, floors or ceilings against which the system is installed. Accordingly, we reserve the right not to install your system. If you choose to over-rule our advice, we will be unable to accept any liability for a subsequent failure in your wall, floor, ceiling and/or shelving system.

LIMITATIONS

Nothing in these Terms and Conditions shall exclude our liability for personal injury or death caused by its negligence. We will not be liable for any loss or damaged caused by us or our employees or agents in circumstances where:

1. the loss or damage was not foreseeable to both parties when the contract was formed;
2. (the loss or damage was not caused by any breach on the part of ON&ON; or
3. (the loss or damage relates to business or non-consumers, to the extent that such loss or damage exceed the price of the product in respect of which the claim relates.

EVOLUTION

As the system evolves, some detail may differ from those shown/described on our website or in our literature. While our aim is not to change the design in anyway ON&ON cannot guarantee that all components or parts will always be available.

INTELLECTUAL PROPERTY

The Shelving System is protected by Patents, Design Registration and Copyright. The content of our website is protected by copyright and trademarks. Our image database and other intellectual property rights are made available for your personal non-commercial use only. Any of the content on this website can only be used with written permission from ON&ON Creative Systems Ltd.

PATENT PROTECTION

Patent pending no: GB12046231
Patent pending no: GB13019468

DESIGN REGISTRATION

Design number: 4024919
Design number: 4024920
Design number: 4024921
Design number: 4024922
Design number: 4024923
Design number: 4024924

TRADE MARKS

No. 2603503

AMENDMENTS OF THE TERMS AND CONDITIONS

We reserve the right to amend these Terms and Conditions without notice to you from time to time. Any such amendment shall be effective once the revised terms have been posted on the website.

LAW AND JURISDICTION

These conditions are subject to English law. We will try to solve any disagreements quickly and efficiently. If you are not happy with the way we deal with any disagreement and you want to take court proceedings, you must do so in England, Scotland, Wales or Northern Ireland.

COMPLAINTS AND REMARKS

If you have a complaint or a particular remark to make, please call us. Any complaint will be dealt with fairly, effectively and confidentially. Your statutory rights as a consumer are unaffected.

CONTACT US

ON&ON is a trading name for ON&ON Creative Systems Ltd. Our company No is 7452593 and our VAT No is 104312666. We recommend you print out a copy of these Terms and Conditions for your future reference. If you have any questions regarding the ON&ON please contact us.

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135 Notting Hill Gate
London, W11 3LB
T: 01727 834 043
E: studio@madebynandon.com

TERMS AND CONDITIONS OF BUSINESS

The placing of an order constitutes acceptance of these terms and conditions of business. These terms and conditions are not open to amendment and shall be deemed to be incorporated in all contracts for the sale and supply of services and materials by ON&ON Creative Systems Ltd.