

# The LoversLights Gallery

## Terms & Conditions / Privacy Policy

### 1. Currency

All prices on this site are quoted in pounds sterling (£ or GBP). Payment will be made in pounds sterling and your credit card provider will automatically make the exchange for you, billing you in your own currency.

### 2. Online Payments

We accept payment via all major credit and debit cards, through a secure server. The confirmation email you receive will also be your official receipt. The security of our customers is paramount and the website is both secure and follows all guidelines on this issue.

Payment is not processed until your item is available for despatch.

### 3. Shipping/Carriage

We use a courier service for delivery. You should allow up to 5 working days before despatch and then an appropriate time for the parcels to be delivered to your destination. We do however pride ourselves in our service and usually achieve very fast turnaround times for orders.

### 4. Damage in Transit, Returns and Refunds

If you do receive damaged goods, please retain all relevant documentation so that we can make an insurance claim against the carrier's insurers. Please contact us immediately so we can rectify the situation for you and organise a return of the damaged item. If you receive goods in damaged condition, that you deem as of unmerchantable quality, you must notify us by e-mail, post or telephone, within seven days of receipt of the goods. Refunds will be made by the same method as that used for the original purchase.

### 5. Returns for Cancellations and Unwanted Items

If you change your mind about any items you have ordered from us, please notify us within 7 days of receipt and return the goods for a full refund. In this event we will not

normally refund your return postage and again a refund can only be made by the same method as that used for the original purchase.

## **6. Goods not Available for Shipment**

Although we endeavour to keep reasonable stock of all of our products, it may be possible for some goods not to be in stock at the time you place your order. In the event that we cannot ship your goods within two working days of receipt of your order, we will contact you by email to advise you of the situation and ask whether we should proceed with the transaction.

## **7. Confidentiality**

We undertake to exercise all reasonable precautions to keep information supplied by customers strictly confidential. Any other information supplied to us may be stored on our computer system for our convenience, but will never be supplied to any outside agency.

## **8. Complaints**

We endeavour to provide the highest level of customer service. If something should go wrong please don't hesitate to contact [janis@loverslightsgallery.co.uk](mailto:janis@loverslightsgallery.co.uk). We welcome your comments as it enables us to continually improve our service. We will reply to you within 5 working days, normally with an immediate resolution. If the problem cannot be resolved immediately we will keep you informed of the steps we are taking to put the matter right.

## **9. Customer Service and Other Correspondence**

Should you wish contact us for any reason please send e-mails to [janis@loverslightsgallery.co.uk](mailto:janis@loverslightsgallery.co.uk) or post to Janis Haves, 23 Church Street, Twickenham, Middlesex. TW1 3NJ.  
Our telephone number is 07932 915970.

## **10. Statutory Rights**

Our terms and conditions in no way affect your statutory rights as a consumer

## **11. Applicable Law and Courts Of Jurisdiction**

All transactions undertaken through this web site are governed by English Law and any legal actions arising out of such transactions shall be subject to English Legal processes and under the jurisdiction of English Courts.