

Terms & Conditions of Service

Purchasing, Returns & Cancellations

Any purchase made through www.ornategroup.co.uk, or on the telephone, constitutes a 'Distance Sale'. A 'Distance Sale' is subject to *The Consumer Protection (Distance Selling) Regulations 2000 (as amended 2005) (The Regulations)*. This does not affect your statutory rights.

Registering and opening an account with Ornate Group is a declaration that you are a trade or business customer and buying products for these purposes. As such, any unwanted item/s you want to return will be subject to a 25% handling charge. All returned goods must be wrapped or packaged as appropriate. You have the right to cancel your order up to the date of delivery and within the 14 days after delivery for unwanted goods. This is increased to 30 days for faulty or damaged goods (these 14 / 30 days begin the day after the goods have been delivered). Please note that these rights do not apply if the goods you order are made specifically to your specifications. This includes floor coverings and products, cut to your specific order size.

Ornate Group Flooring dispatches all goods by recorded delivery. As such, you must sign for the delivery of the goods. Upon delivery, you must make sure that the goods you have received are the goods you ordered and in satisfactory condition. If the delivery is damaged, or you suspect damage, then the item must be signed for as 'damaged' or 'unchecked' with the carrier and Opulay notified.

If the delivery is incorrect, the goods are faulty or you wish to exercise your right to return the goods within 14 days (*30 days for faulty goods*), under the Regulations, then you should not cut into, alter or install the goods. You should keep and preserve packaging as best as possible so that this can be reused.

Ornate Group cannot be held responsible for any external costs incurred due to delays in availability or delivery of any order.

If you wish to return goods that are faulty or have been delivered to you in error, then Ornate Group Flooring will arrange for the return of the goods at no further expense to you.

If you are exercising your right under the Regulations and returning goods within the statutory period, then it is a term of the original purchase contract that you will bear the costs of returning the goods, along with any other applicable charges. Once you have notified us that you wish to cancel the contract (within the statutory 14-day period) we will supply you with all relevant documents and advice. Any delivery charges relating to the original purchase value will not be refunded.

When the goods are in your possession you will be responsible for the condition of those goods. Opulay Flooring will not issue a refund for any goods returned in a used or damaged condition, please take reasonable care in handling goods that you wish to return.

Deposits

Within four weeks from the initial order date, the customer must pay the full balance for us to continue to keep stock on hold. We will contact you to arrange collection or delivery. However, we will only store goods for a maximum of sixteen weeks. If you do not collect or arrange delivery within this time frame, we will cancel the order for a full refund or you will be required to pay storage at 2.5% of the full value of the order per week. This clause will stand unless agreed otherwise.

If you are unsure of your statutory rights as a consumer, then you should seek information from your local Trading Standards or other advisory body.

To Cancel Your Contract:

If you do wish to exercise your right to cancel, please see our [Returns Guide & Cancellation Policy](#) or contact us by telephone or email, as follows:

Telephone: 01204 862544

Email: info@ornategroup.co.uk