



Floors by Jen

Terms and Conditions Floors by Jen Ltd.

1. Introduction.

Welcome to **Floors by Jen Ltd.** These **Terms and Conditions** govern the use of our website and the purchase of all our products. By using our services, you agree to comply with and are bound by these terms.

2. Company Details.

Floors by Jen Ltd. is a company registered in the United Kingdom. Our registered business address is **15 St Leonards Street, Lanark ML11 7AB**. Our email contact for returns is returns@floorsbyjen.co.uk and for all and inquiries email sales@floorsbyjen.co.uk.

3. Products.

Floors by Jen Ltd. specialises in flooring products. We strive to provide accurate descriptions and images of our products; however, slight variations in colour, texture, and appearance may occur.

4. Orders and Payments.

- 4.1 All orders are subject to availability and acceptance.
- 4.2 Prices are listed in **GBP** (Great British Pounds).
- 4.3 Payments must be made in full at the time of purchase via the available payment methods.
- 4.4 **Floors by Jen Ltd.** reserves the right to cancel orders due to pricing errors, stock unavailability, or other unforeseen circumstances.

5. Delivery.

- 5.1 Delivery costs is **£60.00** per delivery and is delivered to kerbside only.
- 5.2 Delivery times are estimates and may vary due to external factors. **Floors by Jen Ltd.** is not liable for delays beyond our control.
- 5.3 Occasionally, unforeseen circumstances may affect delivery lead times and dates. However, we are dedicated to providing excellent customer service and will rectify and update you within **72 hours** of notification.
- 5.4 Customers must inspect goods upon delivery and report any damages or discrepancies within **48 hours**.

Floors by Jen Ltd.

15 St Leonard Street, Lanark, Lanarkshire, Scotland, ML11 7AB

Company Registered in Scotland No: SC822433 | Email: sales@floorsbyjen.co.uk



6. Returns and Refunds.

- 6.1 Customers have **14 days** from receipt of goods to request a return, provided all items are unused and in their original condition and packaging.
- 6.2 A restocking fee of **25%** will apply for non-faulty returns.
- 6.3 Refunds will be processed within **14 days** of receiving the returned goods.
- 6.4 Custom or bespoke flooring orders are non-refundable unless they are faulty or misdescribed.

7. How to Return your Flooring.

- 7.1 Email our returns team at the following email address at returns@floorsbyjen.co.uk for your **RMA** return number.
- 7.2 All returns must be labelled with the following information below.
 - **RMA** Number.
 - Your full name.
 - Your full address.
 - Your order number.
- 7.3 **RMA** returns number will be provided to you by our customer service team at returns@floorsbyjen.co.uk.
- 7.4 It is your responsibility to arrange the return of your flooring products and to cover any costs that are incurred.

8. Warranty and Liability.

- 8.1 Products may come with a manufacturer's warranty. Customers should refer to individual product details for warranty terms.
- 8.2 **Floors by Jen Ltd.** is not liable for any damage resulting from improper installation, misuse, or negligence on you or your fitter's part.
- 8.3 Our liability is limited to the value of the goods purchased. We do not accept liability for consequential or indirect losses.

9. Cancellations.

- 9.1 Orders may be cancelled before dispatch for a full refund.
- 9.2 Custom or made-to-order flooring products cannot be cancelled once production has begun.

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10. Privacy Policy.

- 10.1 Customer data is processed in accordance with our Privacy Policy.
- 10.2 Personal information is used solely for order fulfilment and customer communication.

11. Governing Law.

These **Terms and Conditions** are governed by the laws of **Scotland**. Any disputes shall be resolved in the Scottish courts.

12. Amendments.

Floors by Jen Ltd. reserves the right to update these terms at any time. The latest version will be available on our website www.floorsbyjen.co.uk.

For any queries regarding these **Terms and Conditions**, please contact us at returns@floorsbyjen.co.uk.

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