

Terms & Conditions



**MORE THAN
JUST AN
ELECTRIC
RADIATOR**

Terms & Conditions of Sale

**HEATING
DESIGNED
AROUND
YOUR HOME**

All rights reserved 2021© Ascot Heating is a registered trademark and trading name of The Premspec Group Ltd.

All warranty and product insurances are held in the name of The Premspec Group Ltd. (PGL) and do not affect your statutory rights in anyway.

You can find more information about PGL on the groups website www.premspec.co.uk.

Details of Seller

PGL T/A Ascot Heating®
PGL House
West Point Industrial Estate
Penarth Road
Cardiff
CF11 8JQ
United Kingdom

Company Number: 8263463
Vat Number: 162 7113 29
Established : 2012

We develop products that not only improve the way you heat your home, but also help the environment and our drive to NET ZERO.

OUR COMMITMENT

At Ascot Heating® (AH), our mission is to offer a level of customer service that is unrivalled, at every step of your shopping experience with us. With this as our focus, we provide you with complete and transparent information about the transaction/s you are about to make.

With this in mind, we recommend that you read these terms and conditions carefully before finalising the purchase you are about to make. Should you have any questions, please contact us so we can assist you with any additional information you may need.

SECTION 1

CHARACTERISTICS OF THE PRODUCTS OFFERED BY AH


This section outlines the different product types Ascot Heating® offer on our website.

Our product offer includes four key product type areas. These are as follows:


-  Electric Fluid Radiators

-  Electric Dry Radiators

-  Electric Towel Rails/Radiators

-  Auxiliary items for the products above.

Additional Services:

 Electric heating project services (including designs & CPD training courses)



Ascot is not obliged to compensate the user or third parties for the consequences of the use of its products, whether direct or indirect damage, nor is it responsible for the materials with which our products are made.

All our products must be installed and operated strictly in accordance with our guidelines, which should take priority over all other information and advice. Failure to do so may compromise your safety and invalidate any guarantee that comes with the product.

In all orders, the invoice corresponding to the order will be enclosed in the package or envelope. If for any reason you cannot find the invoice with the shipment, you must inform Ascot and we will send it to you by email. The email address to contact is: enquiries@ascotheating.co.uk

In the UK and IE, customers can purchase certain products and accessories from certain vendors. If you have ordered from one of these vendors and are missing the invoice, please contact the vendor directly.

SECTION 2

PURCHASE CONFIRMATION & DELIVERY

This section explains how Ascot Heating® confirm and deliver your orders to you.

Purchase Confirmation

Within 24 hours of the purchase, Ascot Heating® will send **an order confirmation by e-mail**. If you do not agree with the data included in this confirmation, you may request **the modification of the same or the cancellation of the contract**.

In any case, the communication must be made within 24 hours of the order confirmation, by email: enquiries@ascotheating.co.uk. subject to the order not having been dispatched, we should be able to amend or cancel based on your request.



DELIVERY TIME

Deliveries will be made once your order has been confirmed and payment has been made in the manner described in “Payment Methods”.

Before this, we will send you an email with the confirmation of your purchase, assigning you an order number.

At Ascot Heating® we take care of our products, guaranteeing their high quality and short delivery times. Please note that delivery times may vary depending on the order, the location of the shipment and the transport agency that delivers the shipment.

In the UK and IE, customers can purchase certain products and accessories from certain vendors or some accessories or special products directly from Ascot Heating® . Orders will be considered as delivered once the customer signs the document of receipt of goods. It is the customer’s responsibility to check the condition of the package and any possible damage to the material or if the contents do not correspond to the delivery note.

The delivery will be made to the address and to the holder provided in the purchase process. Before you place your order, we will inform you of the expected delivery details during the checkout process.

If you do not receive the order within the maximum legal period of 15 days from the confirmation of the order, you can contact Ascot by sending an email to: enquiries@ascotheating.co.uk.

Occasionally, the transport company will return orders to our facilities that have not been able to be delivered, because the recipient of the order is absent from the postal address indicated on the package, or the postal address is incorrect and the courier has not been able to contact the customer via the contact details provided. In these cases, our company will attempt to notify the customer of this incident. If successful, we will process a new shipment with the confirmed correct postal address. In the case of a new shipment, we will contact the customer in case there are additional charges.

In the event that the user does not respond to our notices, we will keep the package in our facilities for a maximum of 6 months. After this period, the package will be returned to our warehouse and no refund or replacement is possible.

In the case of a new shipment due to an error in the customer's address, the shipping costs will be charged again to the customer.

Delivery Costs

Shipping for orders under £300 will cost £15.00. Orders over this amount will be dispatched for free.

For offshore deliveries in the UK and Great Britain, please contact the office for delivery information.

All deliveries outside of Great Britain are priced on application.

SECTION 3

PAYMENT, PRICES & OFFERS, RETURNS & CANCELLATIONS

This section explains the acceptable payment methods along with information on Ascot Heating® prices and deals as well as the returns and application processes.

PAYMENT TERMS AND CONDITIONS

The user/purchaser agrees to pay Ascot for the products purchased in the accepted forms of payment and for any additional amount (including taxes and late payment charges, as applicable).

Accepted methods of payment:

- Credit/debit card via the website.
- Allowed cards are Maestro, MasterCard and Visa.

No other method of payment is accepted.

Full payment is always made first before any items are dispatched.



VALIDITY OF PRICES AND OFFERS

The products and services offered on our websites, and the prices thereof will be available for purchase for as long as they are in the catalogue of products displayed on the website. In any case, orders in process will maintain their conditions for 7 days from the moment of their formalisation.

All prices include value added tax (VAT) where applicable at the applicable current rate.

DISCOUNTS AND PROMOTIONS

Sometimes, we create codes so that you can get an Ascot product with a discount.

To apply the discounts, all you have to do is enter our online shop and buy the product to which the code is associated. During the purchasing process, you will be given the option to include the promotional code before making the payment, and once entered, the discount will immediately be applied to your order.



RETURNS AND CANCELLATION OF PURCHASES

Withdrawal is the right of a consumer of a good to return it to the trader within a legal period, without having to claim or give any explanation for it or suffer a penalty.

The commercial withdrawal period is 14 days from the time of receipt of the product.

We have a form to manage your returns which is available from the downloads section of our website

www.ascotheating.co.uk/downloads. If applicable, please send the request form to:

customer.services@ascotheating.co.uk

Returns:

The maximum period to receive the amount of a refund is 14 calendar days. You will be refunded by the method of payment you initially used when placing the order. If after that date you have not received the amount of an accepted return, please contact us by email at: customer.services@ascotheating.co.uk. To be eligible for a return, the item must show no signs of use and must be in the same condition in which you received it. It must also be in its original packaging.

Non-returnable products:

- Wall Brackets
- Downloadable software products
- Made to order or specially manufactured items or items sold as discontinued at the time of purchase.

The right of withdrawal may not be exercised in the following cases:

- The product or the packaging is in poor condition.
- The product is not complete, is missing accessories or is tampered with and/or broken.
- Instructions or other documentation is missing.
- Proof of purchase and delivery note is missing.
- Products with obvious signs of use and handling.
- Any item that is not in its original condition, is damaged or missing parts for reasons beyond the company's control.
- Any product that is returned more than 14 days after shipment.

Refund of monies

Once we receive the return, it will be inspected and we will send an email to notify you that we have received the return. We will also notify you of the approval or rejection of the requested refund.

If the return is approved, the refund will be processed and the amount will be refunded using the original payment method.

SECTION 4

GUARANTEE & REPLACEMENTS

This section outlines the Ascot Heating® product guarantee and the replacement processes.

GUARANTEE AND REPLACEMENT

The guarantee of the articles marketed by Ascot Heating® is 2 years for private users as provided for by Law 23/2003 of 10 July 2003 on Guarantees in the Sale of Consumer Goods, a period that will be modulated according to the nature of the product in question. The consumer and user must inform the seller of the lack of conformity within two months of becoming aware of it.

Our guarantee covers any defect in the product that becomes apparent within a defined period. Please consult guarantees in the product page of the ascotheating.co.uk online shop, the product manuals and instructions, the existence and conditions of after-sales services and commercial guarantees. All articles marketed by Ascot Heating® are guaranteed as to their quality.

The guarantee shall be void in the event of defects or deterioration caused by external factors, accidents, in particular electrical accidents, wear and tear, improper washing and use

not in accordance with the instructions in the Supplier's manual.

The guarantee shall not apply to apparent defects and defects of conformity of the product, for which any claim must be made by the user concerned within 3 days of delivery of the products. The guarantee shall not cover products damaged by improper use.

The images on the website are not contractual, but as close as possible to the finished product due to the multitude of variants that products can undergo due to customisation. The guarantee does not include the lack of accuracy of the product received with respect to the image displayed on the website.

The guarantee will only be effective on the presentation of an invoice or proof of purchase, which must be dated the day of purchase, with the commercial reference of the product in question. Any complaint must be dealt with by Ascot Heating's® after-sales service at the following e-mail address customer.services@ascotheating.co.uk or on the following telephone number 02921 303 709.



Ascot Heating® is entitled to authorise a third party professional to carry out repairs under guarantee. The responsibility for the technical expertise and repair work remains with the latter, who will determine whether the product is indeed defective (this report is binding on the parties) the method of repair if necessary and above all the effective validity of the guarantee.

The guarantee is limited only to the replacement or repair of the defective product. If this proves necessary, then the expertise

of the official technical services is binding. In case of replacement of the defective part or of the complete appliance, the costs of transport, disassembly and assembly are excluded from the guarantee. Any compensation for damages is excluded.

Damage caused by the after-sales service during the repair or replacement of a product shall be repaired or replaced by the latter at no charge to Ascot Heating®.

The guarantee only covers products that have been subject to normal use in the conditions of use for which they are intended. The guarantee does not apply in the event of unforeseeable circumstances or force majeure.

The duration of the guarantee starts from the date of purchase by the user.



LIMITATION OF LIABILITY

Ascot Heating reserves the right to modify and update the information contained on its websites, its configuration and presentation, access conditions, contracting conditions, etc., at any time and without prior notice. Therefore, the USER must access updated versions of the page periodically.

The user is solely responsible for maintaining the confidentiality and security of your customer account and for all activities that occur on your account once it has been created and delivered by Ascotheating.co.uk. The user undertakes to immediately notify Ascotheating.co.uk of any breach of security on your account.

Ascot Heating will not be responsible for any loss derived from the improper or unauthorised use of your account.

The user is solely responsible for maintaining the confidentiality of your password and is solely responsible for all activities resulting from the use of your password on the pages developed by Ascotheating.co.uk.

You agree to hold Ascotheating.co.uk exempt from claims, losses, expenses, damages and costs (including direct, incidental, consequential, punitive, exemplary and indirect damages), and reasonable attorneys' fees resulting from any breach by you/buyer of these terms, whether or not considered material or immaterial; the use or misuse of the Services by you or anyone acting on your behalf or using your account on Ascotheating.co.uk, or for any material or immaterial violation of any right, title or interest of any third party.

In no event shall Ascot Heating® be liable for any breach of contract by you, negligence with respect to the site, the service or any content, for any loss of profits, loss of use, or actual, special, indirect, incidental, punitive or consequential damages of any kind arising out of your misuse of the tools provided.

Our sole liability shall be to supply the product under the terms and conditions expressed in this contracting policy.

Ascot Heating® will not be liable for any consequence, damage or harm that may arise from the improper use of the products supplied.

SECTION 5

COMPLAINTS & CUSTOMER SERVICES

This section outlines the Ascot Heating® complaints procedure and customer services

COMPLAINTS

Complaints made for any circumstance and products marketed by Ascot Heating® must be made in such a way that there is full proof of the fact, and must be sent through the official channels provided by Ascot Heating® for this purpose.

Once the complaint has been received, Ascot Heating® undertakes to resolve the complaint as soon as possible, taking into account the content and context of the complaint. The user may make claims by sending an e-mail to customer.services@ascotheating.co.uk indicating their name and surname, the product purchased and stating the reasons for their claim. Please include the following information:

For the attention of: Ascot Heating® Customer Services
(Complaints)

E-mail: customer.services@ascotheating.co.uk

Address: PGL House, West Point Industrial Estate, Penarth Road, Cardiff, CF11 8JQ

- The product:
- Day of Purchase:
- User's name:
- User's address:
- Signature of user (only if submitted on paper):
- Date:
- Reason for complaint:

Ascot Heating® is responsible for the free collection of the product in the case of returns of defective products under guarantee, once the technical department has verified that the product is within the assumptions that apply to the guarantee. For any other type of return, the user will be responsible for the payment of the shipping costs of the item. Shipping costs are non-refundable.

Ascot Heating® is not responsible for any loss or misplacement during the process of returning the returned product. The refund will be made within 14 calendar days from the date on which we approve your return.

CONFLICT RESOLUTION PLATFORM

In case you are interested in submitting your complaints, you can also use the dispute resolution platform provided by the European Commission, which is available at the following link: <http://ec.europa.eu/consumers/odr/>.



AFTER-SALES SERVICE

We have an after-sales service to solve any problem with our products or shipments through which we offer the fastest and most efficient resolution for our customers.

To contact us or ask us any question or complaint, the customer can use any of the following means:

* Telephone: 02921 303709

* E-mail: enquiries@ascotheating.co.uk
(Monday to Friday from 09:00 to 17:00).