

TERMS AND CONDITIONS

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You are advised to print and retain a copy of these Terms and Conditions as they may change at a later date.

Terms and Conditions

Our Terms and Conditions will apply to all transactions on this site and are intended to follow the guidelines set out in the DTI's Distance Selling regulations (2000). They do not affect your statutory rights.

Our terms and conditions may change at any time. Changes will take effect on the date they are published on the site (see the date at the top of this page). Before placing an order you will be asked to read and accept these terms and conditions.

The Contract

At various stages throughout the ordering process and before finally submitting your order you will have an opportunity to check and correct any input errors.

Alternatively, we may decline all or part of your order for any reason, in which case our second email will tell you so.

Prices and Payment

All prices and charges are shown in UK pounds sterling. They include any VAT payable, but exclude delivery charges (for details see 'Delivery' below).

The total cost of your order will be the price of the products you order plus the applicable delivery charge. All these will be set out clearly in your Shopping Basket before you submit your order.

Prices, offers and products are subject to availability and may change before (but not after) we accept your order.

We make every effort to ensure that all information on this site is accurate. However errors can occur, if we discover an error in the price or description of a product you have ordered, we will tell you and ask you whether you wish to continue with your order or cancel it.

We accept payment VIA Paypal, Mastercard, Visa, Delta and Switch. Payment is deducted when an order is submitted.

Delivery

We will try to process all orders so you receive them within 14 days. If for any circumstance an order cannot be processed within this time, we will notify you with the option of a full refund

All products are delivered either by courier or by post, depending on their size and value.

We may deliver the Goods to you by separate instalments. In such cases We will endeavour to co-ordinate the separate deliveries as much as possible

All deliveries must be signed for (except items sent by post and which are small enough to be put through your letterbox).

Please open all deliveries immediately, any omissions or errors must be reported within three working days.

Delivery Charges

We make every effort to keep our delivery charges as low as possible. Our charge depends on the type of product ordered and will always be confirmed before final checkout.

You will only pay one delivery charge, irrespective of the number of products ordered (subject to weight and insurance valuation limits). If you order two or more products which fall into different categories, the higher charge will apply.

IMPORTANT: We do everything we can to meet the delivery times specified in this section. However, occasionally delivery times may be affected by factors beyond our control and therefore they cannot be guaranteed. We will inform you if we become aware of an unexpected delay. Please allow extra days for deliveries to remote postcodes.

Cancellations and Returns

You can cancel your purchase at any time either before or up to 7 days after delivery by:
following the instructions in your delivery documentation
e-mailing us at info@chapteronegallery.com
phoning us on +44 (0) 207 287 7687
writing to Chapter One, 33 Marshall St, London W1F 7ET

Your product must be complete, and in 'as new' condition as you received it in.

You will receive a full refund, and the cancellation is free of charge provided you inform us that you intend to cancel

within this 7 day period and return the goods within a reasonable period of time.

We cannot cancel your purchase when:
you are unable to provide proof of purchase;
The goods have been damaged since delivery

Cancellations by us

We reserve the right to cancel the Contract between us if:
We or Our suppliers have insufficient stock to deliver the Goods You have ordered or such Goods have been discontinued;
One or more of the Goods You ordered was listed at an incorrect price due to a typographical error or an error in the pricing information received by us from our suppliers.

If We do cancel your contract we will notify you by e-mail and will re-credit to your account any sum deducted by us from your credit card as soon as possible but in any event within 30 days of Your order. We will not be liable to pay any additional compensation for disappointment suffered.

Return of Faulty Goods

If there is a fault with your product we will normally offer a prompt repair, exchange or refund (at our discretion). Under normal circumstances we will offer you the choice of an exchange or refund.

When returning products you are advised to use an insured parcel service which requires a signature on delivery as we will not be held responsible for products lost or damaged in transit.

THIS RETURNS POLICY DOES NOT AFFECT YOUR LEGAL RIGHTS

Data Protection

We take a responsible approach to data protection and never pass on your details to third parties, from time to time we may use your details to inform you of exhibitions etc., if you do not wish to receive any communications please indicate this when placing your order.

Our Website

The Chapter One (www.chapteronegallery.com) and our suppliers own the copyright, trademarks and all other intellectual property rights in all material and content on this website, which you may use, download, copy, publish, transmit or otherwise make available by any other means only for your own personal, non-commercial use. Any other use or reproduction of the material or content is strictly prohibited.

All images displayed on the website are provided for guidance only and are not always an exact match to the goods which will be supplied.

General

These terms and conditions and all transactions relating to this website are governed by English law and are subject to the non-exclusive jurisdiction of the English courts. We do not accept amendments to these terms and conditions.

These terms and conditions only cover the Chapter One website. Any other websites to which you link from this site are governed by their own terms and conditions. We accept no responsibility or liability for the content or operation of websites which are not under our control. We are required by law to tell you that sales can be concluded in English only and that no public filing requirements apply.

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