

Glen Dimplex Ireland uc Terms & Conditions

PLEASE READ THESE TERMS OF SALE / SERVICE CAREFULLY BEFORE PLACING YOUR ORDER AND RETAIN A COPY OF THESE TERMS AND YOUR ORDER FOR FUTURE REFERENCE.

1. Formation of the contract

1.1 These terms of sale apply to all goods supplied by us, Glen Dimplex Ireland uc Limited, registered in Republic of Ireland no. 63319.

1.2 No contract exists between you and us for the sale of any goods until we have received your order and a confirmation of that order, which may be printed by you, has been displayed on your computer monitor screen. Once you have received this confirmation, there is a binding legal contract between us.

1.3 The contract is subject to your right of cancellation (see below).

1.4 We may change these terms and conditions of sale without notice to you in relation to future sales.

2. Description and price of the goods and/or services

2.1 The description and price of the goods and/or services you order will be as shown on our website at the time you place your order.

2.2 The goods and/or services are subject to availability. If on receipt of your order the goods you have ordered are not available in stock, we will inform you by email or by telephone as soon as possible, and offer you an alternative product or refund or re-credit you for any sum that has been paid by you or debited from your credit card for the goods and/or services.

2.3 Every effort is made to ensure that prices shown on our website are accurate at the time you place your order. If an error is found, we will inform you as soon as possible and offer you the option of reconfirming your order at the correct price or cancelling your order. If you cancel, we will refund or re-credit you for any sum that has been paid by you or debited from your credit card for the goods and/or services.

2.4 In addition to the price, you may be required to pay a delivery charge for the goods, as shown in the section of our website about delivery.

2.5 The price of the goods and/or services and delivery charges are exclusive of VAT.

2.6 The prices on this website are prices relevant to Irish consumers. If you are a trade partner of Glen Dimplex Ireland uc you should refer to your retail price list for all prices applicable to your account.

2.7 Discounts and special offer prices offered on this website are subject to availability and may change without notice.

3. Payment

Payment for the goods and/or services and delivery charges can be made by any method shown on our website at the time you place your order.

4. Delivery

4.1 The goods and/or services you order will be delivered and/or performed at the address you give when you place your order. Deliveries are not made and services will not be performed outside the Republic of Ireland and Northern Ireland.

4.2 If there is no one at the address given who is competent to accept delivery of the goods and/or performance of the services, you will be notified of an alternative delivery date or, if appropriate, a place to collect the goods.

4.3 If delivery and/or performance of the services cannot be made at your address, we will inform you as soon as possible, and refund or re-credit you for any sum that has been paid by you or debited from your credit card for delivery and/or performance.

4.4 Every effort will be made to deliver the goods and/or performance of services as soon as possible after your order has been accepted. However, we will not be liable for any loss or damage suffered by you through any reasonable or unavoidable delay in delivery and/or performance. In this case, we will inform you as soon as possible.

4.5 You will become the owner of the goods you ordered and responsible for risk of loss of or damage to them once they have been delivered to you.

5. Your right of cancellation

5.1 Where the contract is for the sale of goods, you have the right (subject to paragraph 5.3) to cancel the contract at any time up to the end of fourteen working days after the day on which you receive the goods (see below). A working day is any day other than weekends and bank or other public holidays.

5.2 To exercise your right of cancellation, you must give written notice to us by hand or post, fax or email, at the address, fax number or email address shown below, giving details of the goods ordered and (where appropriate) their delivery.

5.3 If you exercise your right of cancellation after the goods have been delivered to you, you will be responsible for returning the goods to us at your own cost in the original packaging and in an unused condition.

5.4 The goods must be returned to the address shown below. You must take reasonable care to ensure the goods are not damaged in the meantime or in transit. If you do not return the goods in the manner required, we may charge you a sum not exceeding the direct costs of recovering the goods.

5.5 Once you have notified us that you are cancelling the contract, we will refund or re-credit you within 30 days for any sum that has been paid by you or debited from your credit card for the goods.

6. Warranty

6.1 All spare parts supplied by us are warranted free from defects for three months from date of purchase. This warranty does not affect your statutory rights as a consumer

6.2 All services performed by us will be performed with all due skill and care. This warranty does not affect your statutory rights as a consumer.

6.3 The warranty contained in paragraph 6.1 does not apply to any defect in the goods arising from fair wear and tear, wilful damage, accident, negligence by you or any third party, use otherwise than as recommended by us, failure to follow our instructions, or any alteration or repair carried out without our approval.

6.4 If the goods supplied to you develop a defect while under warranty, or you have any other complaint about the goods and/or services, you should notify us in writing at the address, fax number or email address shown below. Please retain your receipt or other proof of purchase that this will be required to claim on the warranty.

6.5 Your warranty commences on the date of purchase of your appliance. This warranty is not transferable and should your appliance need to be replaced for any reason, the original date of purchase will apply.

7. Returns

Glen Dimplex Ireland uc will take back spare parts on the following conditions:

1. The parts must be in their original packing.
2. The parts must be unused.
3. The parts must not have constituted a special order from a supplier.

Returns over six months from the original purchase date will be subject to a restocking fee of 20%.

8. General Warranty Terms for appliances

1. That it is used for domestic purposes and in a residential address only.
2. That it has been installed and used in accordance with the instruction manual and any separate installation instructions provided by Glen Dimplex Ireland.
3. That it has been properly connected to mains supplied electricity, gas and water and drainage as appropriate. In the case of gas appliances,
4. That the appliance has not been subject to misuse or accident, nor been repaired or modified other than by our own Service Agent (except Gas LPG conversion - see above).
5. Where deemed necessary by Glen Dimplex Ireland to exchange an appliance within the guarantee period, the new appliance will be covered by the original guarantee period and will not be subject to a new guarantee.
6. This guarantee is not transferable and only relates to the original purchaser of this appliance/appliances.
7. That the appliance is not used for Hire purposes.

This guarantee excludes and does not cover service calls to:

1. Correct the installation of the appliance.
2. Remove or re-install an integrated appliance prior to and after an engineer's visit for any repair.
3. Repair any second hand appliances or those used by several people in communal areas.
4. Correct normal wear and tear that can be reasonably expected from an appliance based on age and use.
5. Instruct the user in the correct operation of the appliance.
6. Replace house mains fuses or correct house wiring, plumbing, drainage or gas supply.
7. Replace or repair any cosmetic or consumable parts such as bulbs, plugs, fuses, cables, filters and attachments, control knobs, handles, glass and wire shelves, rubber hoses, plastic door shelves and any accessories for example Oven baking trays and shelves. These include any parts which have become worn, discoloured or damaged, including damage by incorrect use or cleaning.
8. Repair an appliance due to the effects of lime-scale, mould, dirt, grease, spillages and odours.
9. Unblock the pump of a washing machine or dishwasher.
10. Repair damage caused by flood, lightning, electrical shock or surge, storm, extreme temperature, explosion, impact, corrosion, theft or attempted theft,
11. Deal with any noise, vibration or steam resulting from the normal operation of the appliance. These include periodic start and running of fans, flow and drain pump, steam from a washer, dryer, dishwasher and oven.
12. Reverse door hinges on cooling appliances.
13. Repair hob burner damage caused by using unsuitable cooking utensils pans/pots
14. Repair or replace any metal or glass ceramic hobs because of chips, scratches, cracks or damages, resulting from unknown causes or abrasive cleaning and cleaning agents, improper use of utensils, improper shape or uneven base of utensils or foreign particles in between the utensil and hob surface.

Glen Dimplex Ireland will not be liable for any consequential loss, or loss of use whilst the machine is being repaired.

Important: Glen Dimplex Ireland reserves the right to 1) charge the Buyer the entire cost of a service call and any spares, should the Buyer's service call include any of the above defined instances and 2) inspect the appliance prior to any action taken for an exchange / replacement.

9. Data protection

Please read our Privacy Policy, which explains how we use and protect the information that you provide to us.

10. Applicable law

These terms and conditions of sale and the supply of the goods and/or services will be subject to Irish law, and the Irish courts will have jurisdiction in respect of any dispute arising from the contract. Glen Dimplex Ireland uc Airport Road, Cloghran, Co. Dublin Republic of Ireland.