



Shop Terms and Conditions of Sale

Louise Misell Interiors Ltd

Company number 13272519

By purchasing from Louise Misell Interiors Ltd (We/Our/Us), the customer (You/Your), accept the Terms & Conditions below, agree to read all Our policies of sale in this document and also the Delivery, Returns and Order Confirmation. You also accept the terms and conditions of use of the Louise Misell Interiors Ltd website (Website).

Language of Use

The Website of Louise Misell Interiors Ltd operates in the English language only.

Website orders

When You enter Our checkout, We will require Your email address. We need this to process Your order and to assist You should You experience issues on our website. When You place an order, We will require Your name, e-mail address, contact telephone number and payment details. Without this information, We will not be able to process Your order.

Confirmation of Order

Once You have placed an order, an email confirmation will be sent to You for Your records. An email confirmation is only a confirmation that We have received Your order and/or payment. It is not an acceptance of Your order and We retain the right to contact You and issue a full refund in the event of complications with Your order; including, but not limited to, incorrect pricing, stock availability or delivery charges. A telephone number is also required so that We may contact You if there is a problem with Your order. If there is a problem with Your order, You will be contacted by Us either by email or by phone.

Once Your order has been despatched and delivered, the completion of the contract between Louise Misell Interiors Ltd and the Customer takes place. We may not be able to fulfil Your order due to the following reasons: The product You ordered is out of stock; Your payment has been declined.

We reserve the right to reject any offer of purchase by You at any time.

We will take all reasonable care, in so far as it is in our power to do so, to keep the details of Your order and payment secure but, in the absence of negligence on our part, We cannot be held liable for any loss You may suffer if a third party procures unauthorised access to any data You provide when accessing or ordering from the Website.

Out of Stock Items

A product may sell out during the time You have placed Your order and when We try to fulfil it. If this does happen We will contact You using the email address You provided with an updated delivery estimate, or give You the option to cancel Your order.

Cancellation and Returns Policy

You have the right to cancel an order within 14 days of receiving the order without giving a reason. If You wish to exercise Your right to cancel Your order prior to despatch, please contact Us at shop@louisemisellinteriors.co.uk. If You wish to return goods, the goods must be returned to Us unused and in a resalable condition. In the case of Designer in a Box, the seals

on the envelope containing the paperwork and the paint tester pots must be unbroken. If the seal(s) is broken, no refund will be issued. Cancellations must be made in writing by email. You may use the model cancellation form below but You are not required to. Cancellation notices can be sent to shop@louisemisellinteriors.co.uk . If You cancel We will refund Your payment (except for costs already incurred) to Your original payment method unless otherwise agreed. We will make the refund within 14 days of the notice of Your decision to cancel. Please note that return postage costs must be paid by You and are not refundable.

Model cancellation form

To: Louise Misell Interiors Ltd, shop@louisemisellinteriors.co.uk

I hereby give notice that I cancel my contract of sale for the supply of the following service.

Ordered on:

Name of consumer:

Address of consumer:

Signature of consumer (if on paper):

Date of Cancellation:

Product Pricing, Descriptions, Images & Estimated Time of Arrivals

All prices published for Designer in a Box are in pounds sterling and are inclusive of delivery costs. Other products' associated delivery costs are clearly stated on the Website. Each product purchased is sold subject to its product description. We will take all reasonable care to ensure that all details, descriptions and prices of products appearing on the Website are correct at the time when the relevant information was entered into the system. Although We aim to keep the Website as up to date as possible, the information, including product descriptions, dimensions and pricing, may be subject to change without notice. The images shown online are for illustration purposes only.

ETA dates are for guidance only and may change due to unexpected delivery problems which are beyond Our control.

Promotional Code or Sale Item Terms & Conditions

Unless otherwise stated, promotional codes cannot be used in conjunction with any other offer or discounts. You may use published promotional codes through Our Website only, and not in conjunction with any other offer. You may participate in each offer once only.

These offers are not for resale or publication and only apply to personal orders with all orders being subject to acceptance under Louise Misell Interiors' standard terms and conditions – orders that are considered to be commercial may be excluded from the offer. Promotional codes are not valid against any delivery charges. Promotional codes may only be redeemed against in-stock items and cannot be retained for usage beyond their date of expiry. Where a minimum spend is stipulated, this refers to the order subtotal exclusive of delivery charges.

We are unable to apply discount codes retrospectively to an order once the sale has been made.

We reserve the right to cancel any promotion, offer or promotional code after seven working days of publication.

Payment Terms

Payment for all orders is at the point of sale and not at the point of despatch.

All prices are correct at the time of entering the information into the system. The total cost of Your order is the price of the products ordered including delivery. You confirm that the credit or debit card that is being used is Yours. All credit/debit cardholders are subject to validation checks and authorisation by the card issuer. If the issuer of Your payment card refuses to or does not, for any reason, authorise payment to Us, We will not be liable for any delay or non-delivery. We reserve the right to withdraw any products from this Website at any time and/or remove or edit any materials or content on this Website. We may refuse to process a transaction for any reason or refuse service to anyone at any time at Our sole discretion. We will not be liable to You or any third party by reason of Our withdrawing any product from this Website whether or not that product has been sold.

To be eligible to purchase products on this Website and lawfully enter into and form contracts on this Website under English law You must: Provide Your real name, phone number, e-mail address, payment details and other requested information; Be over 18 years of age; Provide a delivery address in the United Kingdom. Please note that PO box numbers, hotels and temporary addresses are not acceptable; Possess a valid credit or debit card issued by a bank acceptable to Us.

By making an offer to buy a product, You specifically authorise Us to transmit information (including any updated information) or to obtain information about You from third parties from time to time, including but not limited to, Your debit or credit card number or credit reports, to authenticate Your identity, to validate Your credit card, to obtain an initial credit card authorisation and to authorise individual purchase transactions.

We do not accept international payment or payments in currencies other than Pounds Sterling on Our Website.

Copyright

All product names, copy, product images, buttons, Website graphics are copyright of Louise Misell Interiors Ltd. You must not otherwise reproduce, modify, copy, distribute or use for personal or commercial purposes any content, including copy and product images, without the written permission of Louise Misell Interiors Ltd.

This Agreement shall be governed by and interpreted according to the law of England and Wales and all disputes arising under the Agreement (including non-contractual disputes or claims) shall be subject to the exclusive jurisdiction of the English and Welsh courts.

Louise Misell Interiors Ltd of 13 Pen-y-Lan Terrace, Penylan, Cardiff, CF23 9EU operates the Website www.louisemisellinteriors.co.uk. You can contact Louise Misell Interiors Ltd. by email at shop@louisemisellinteriors.co.uk.