**General Terms and Conditions**

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Our terms and conditions apply to all online transactions for the UK, conducted on our website and are detailed below. We reserve the right to change these terms and conditions from time to time without notice, where the changes will apply to any subsequent orders received.

Website usage

Please note, if you continue to use and browse this website, you are agreeing to comply with and be bound by the following terms and conditions of use.  
Together with BioCarbon Laminates’ privacy policy, these govern our relationship with you regarding this website. If you disagree with any part of these terms and conditions, please do not use our website.

The term ‘BioCarbon Laminates’, ‘us’ or ‘we’ refers to the owner of the website whose registered office is 4 Cyrus Way, Cygnet Park Hampton, Peterborough, PE7 8HP.

The term ‘you’ refers to the viewer or user of our website.

The use of this website is subject to the following terms of use:

* The content and images shown on the pages of this website may change without notice and are for your general information and use only.
* We use cookies to monitor your browsing preferences. If you allow cookies to be used, personal information as described in our Privacy Policy and Cookie Policy may be stored for use by BioCarbon Laminates to help provide you with the most relevant browsing experience possible. We may also use this data to provide you with information which we believe would be pertinent to your shopping experience.
* Your use of information or materials shown on this website is absolutely at your own risk, for which we shall not be liable. It shall be your own responsibility to ensure that any information, products or services available through this website meet your specific requirements.
* The accuracy, performance, completeness, expediency and suitability of the information and materials found or offered on this website are not guaranteed for any particular purpose. You acknowledge by using this website that inaccuracies or errors may be found in such information and materials, and that we clearly exclude liability for any such inaccuracies or errors to the fullest extent permitted by law.
* This website contains material which is owned by or licensed to us. This material includes, but is not limited to, the design, layout, look, images, appearance and graphics. You may not create or store electronic copies of content protected by copyright without the permission of the owners.
* We acknowledge all trademarks reproduced in this website which are not the property of, or licensed to the operator.
* Unauthorised use of this website may give rise to a claim for damages and/or be a criminal offence.
* This website may also include links to other websites. These links are for your convenience to provide additional information we feel may be beneficial or of interest to you. They do not signify that we endorse the website(s) and we take no responsibility for the content of the linked website(s).
* Your use of this website and any dispute arising out of such use of the website is subject to the laws of England, Northern Ireland, Scotland and Wales.

Order Placement

By placing your order, you confirm that you are aged 18 or over, and that you accept our terms and conditions of sale.

Descriptions

All descriptions are provided for illustration purposes only and should only be used as a guide. Samples can be provided to give accurate representation of the finish and décor that will be supplied. We are happy to provide technical information on request.

Prices and Payment

All prices are inclusive of VAT and all taxes or other duties. We make every effort to ensure that the prices displayed are correct, but orders will only be accepted if there are no errors in the description or price of goods displayed on our website. In the unlikely event that we discover an error we will inform you as soon as possible and give you the choice of cancelling your order or placing your order at the correct price. If for any reason we are unable to complete your order, a full refund will be offered for any goods that have already been paid for and not despatched. When paying for your goods by credit or debit card, your card details are encrypted for total security.

Delivery

Deliveries are made to any UK postcode via a reputable specialist carrier. You must ensure that there is someone aged 18 or over to sign for the delivery, and to assist with the unloading of your shipment. We make every effort to ensure that deliveries are made on the specified day, but BioCarbon Laminates will not be held liable for any delay or failure to deliver products within our estimated timescale. Delivery times vary according to your location and the day or time your order is received. Our normal delivery schedule is 3 working days from receipt of order. Title and risk of goods shall pass to you upon delivery and receipt by our carrier of a signed delivery note.

Checking Your Purchase

We strongly advise that you thoroughly check your goods upon receipt. Any delivery damaged goods must be reported on the day of delivery for a claim to be considered. Goods signed for as “Unchecked” will signify that you have accepted that the goods have been received in good condition and have been delivered undamaged.

 Returns and Refunds

We are committed to selling high quality products you will enjoy using, but we appreciate that sometimes you might want to exchange or return something you have bought. Goods may be returned within 3 days of delivery by notifying us in writing (email only please to info@biocarbonlaminates.com). The goods must be returned in their original packaging and be in a re-sellable condition for a refund to be considered. Please do not write on the packaging or mark in any way, as this may affect our ability to process a full refund. We will process a full refund of the goods within 28 days of their return, less the cost of any carriage if incurred.

Security and Privacy

BioCarbon Laminates promise to treat your personal information with utmost care, and not reveal any information to a third party. We may from time to time send product information and offers via email directly to you. If you do not wish to receive product information or offers, then either inform us by email or opt out using the unsubscribe facility on any email we send.

Force Majeure

We shall incur no liability for failure to perform our obligations under this contract due to the existence or circumstances which we have not caused or are beyond our control.

Feedback

BioCarbon Laminates outlook is one of continuous improvement and feedback is encouraged as a vital part of this process. We welcome any comments that will help us to improve our service or product offer.

Our terms and conditions of sale do not affect your statutory rights.

Copyright

The contents of this website are protected by the law of copyright.