

CURVILINEAR - Terms and Conditions

When placing an order with CURVILINEAR By Design are showing that you agree with these terms and conditions. You are responsible for informing us about any changes to the details that you have provided. Your order is an offer to buy from us. Please check your order to make sure it is correct before confirming. A contract between CURVILINEAR By Design and the customer will not come into effect until we accept the order. Our acceptance will be indicated by an acknowledgement or dispatch of the goods. We reserve the right to decline to sell products to any individual or organisation.

Pricing

The price of goods is stated on the website. All prices and charges on our website are in British Pounds Sterling. We reserve the right to change the price of products without prior notice. If the published price is deemed by us to be incorrect and is subsequently corrected after you have made a purchase, we will give you the option, of reordering at the correct price or cancelling your order.

Payment methods

We accept payment by credit card via Pay pal, or by Cheque. Orders will only be prepared for dispatch once full payment has been received.

Orders are accepted on the understanding that you are an authorized user of the chosen payment method.

Delivery Schedule

CURVILINEAR By Design aim to dispatch your order within 7 days from receipt of order however, there may occasionally be delays which we will inform you of as soon as practical. We dispatch all orders via traceable carriers; please allow 21 days for delivery. Please contact us if you have not received your order after this period.

Cancellation of order

If you received a cancellation email for your order, it was because we did not receive payment. Pay pal, checkout order payments need to be received within 7 days of placing an order to avoid cancellation. Payment by Cheque must be received with your Order Form. We are unable to cancel an order after the goods have been dispatched.

Returns and exchanges

We want you to be entirely satisfied with your purchase. All orders are checked thoroughly before being dispatched, but in the unlikely event you are unhappy with your order please contact us within 7 days of receipt, quoting your name, address, and the details of the problem. If the return of a product has been deemed appropriate by us; products must be returned in a resalable condition. Special attention should be given to sheet metal products in respect that parts removed from the fret or shaped by the customer or their agent cannot be resold.

It is the responsibility of the customer to ensure products are suitably packaged so no damage is caused in transit. Products must be sent by traceable carrier at the customer's expense. Returns received without prior notification may not be processed.

When we have received your item and inspected it, we will contact you and advise you of when your refund or replacement will be issued. Please allow up to 3 to 5 working days for the refund to be processed which we will do via the original payment method you used. If payment is received by Pay pal this will be to the account you originally used. Please note the original postal charges will not be refunded. We will send you an email to notify you please allow 5-10 days for the refund to be credited.

Intellectual Property Rights

The rights in the designs and content of this website are owned by CURVILINEAR By Design. They are protected by copyright and other intellectual property rights. You may not copy, modify or distribute any part of the company's web site without written permission. All trademarks, product names and company names or logos featured on this website are the property of their owners.

Liability

The Company provides its customers with products to utilise as they wish. It is the responsibility of the customer to use the products for whatever purpose they deem appropriate. Curvilinear cannot be held responsible for misuse, loss, damage, injury or any other liability caused by the customer or user. Kits are supplied to enable customers to create a model. Whilst every care is taken in the design and manufacture of our products, it is the customer's responsibility to create a complete model using their own skills.

Changers to Terms & Conditions and Products

CURVILINEAR By Design reserves the right to change the terms & conditions, and product specification without notice.

Suggestions

We strive to ensure all our customers are delighted with our service and products. If you have any suggestions please contact us. Please allow up to four working days for a response. If you have any complaints we will advise you accordingly of our actions to resolve your concerns.