

Terms of Service



Welcome to the Ibrido website. By continuing to look through our website you will be bound by the following terms and conditions and thereby agreeing to comply with everything as stated below. This, combined with our Ibrido Privacy Policy, Deliveries & Returns Policy and Warranties Policy creates the basis and understanding of our relationship with you as the user and this website.

DEFINITIONS IN THESE TERMS OF SERVICE

The term, Ibrido or "Company" or "us", or "we", refers to the owner of the website whose registered office is:

147 New London Chelmsford Essex CM2 0AA – Registration Number 11437397 – VAT Number 308498770

The term "you" or "customer" is in reference to the user of the Ibrido website.

RETAIN THESE TERMS OF SERVICE

It is advisable to print a copy of these Terms and/or save them for future reference. Please note that:

It is feasible that these Terms will be amended from time to time so please always re-read them if making additional purchases at a later date. Please read these Terms thoroughly to ensure complete understanding of the terms as outlined at the time of purchase.

Please note that before placing an order with Ibrido you will be asked to click on the box marked 'I have read and accepted the Terms and Conditions'. Refusal to click and accept these terms will result in an unsuccessful purchase and you will unfortunately be unable to purchase any Products from our site.

GENERAL

The company does not accept orders from non-UK registered addresses.

All online orders are delivered to mainland UK addresses only. Please contact Ibrido directly via email info@ibrido.co.uk for a quotation for delivery to addresses outside the UK mainland.

Please note that Next day deliveries may not be possible to some postcodes – Confirmation of delivery date will be sent with your Sales Order Confirmation.

The company's customers must be over 18 years of age.

It is the sole responsibility of the customer to ensure that the product chosen is fit for purpose. If unsure they should contact Ibrido to check suitability of the Goods.

When placing your Ibrido order this is an offer to buy the goods from the company. An order is accepted as a contract once the company has sent an email confirmation of order. This forms a legally binding contract with the company and acceptance of the company's terms of sale.

DELIVERIES, DAMAGES & DELAYS

Please see our separate terms & conditions within our Deliveries and Returns Policy. Please note that by accepting these Terms of Service you are also agreeing to everything set out within aforementioned Deliveries and Returns Policy.

RETURNS

Where Customer has sold, used, or installed Goods, such sale, use, or installation shall be taken as conclusive evidence that Customer has accepted Goods notwithstanding that there is a defect in the quality or condition of Goods or that they fail to correspond with the specification; in those circumstances, Customer waives the right to make any claim against Company.

Goods are not sold on a trial basis.

Goods are not subject to availability. If any goods on the customer's order are out of stock or subject to a delay, then the company will contact them at the earliest opportunity to advise them on expected delivery date. The customer may cancel them at the earliest opportunity to advise them on expected delivery date. The customer may cancel the item from the order for a full refund. The customer may also cancel all other items on the order excluding all items that are made to order products/customised products or cut from roll products that are non-refundable.

Please be advised that the accuracy of colours viewed on computer monitors and mobile devices cannot be guaranteed so it is recommended to always view a sample of the product before placing an order.

Ibrido is the exclusive owner of all its intellectual property ("IP"). No person or entity other than Company may use the IP without the express, written permission of Company.

Apart from customised made to order products, or to trade business to business sales which cannot be refunded, the customer can cancel their order and return their goods. You have 14 calendar days starting on the day after you receive the goods, to cancel your contract in writing to us at Ibrido in accordance with the Returns Procedure. We do not accept the return of part orders.

ACCEPTING GOODS & RETURNS POLICIES

- Goods should be checked thoroughly on arrival. Damages discovered after you have signed the POD can be applied for as a claim if reported alongside photographic evidence within 2 working days. These are referred to as 'hidden damages' and are sent for approval and dealt with as individual cases. Please Note: not all claims are guaranteed; applications will be rejected if damages are not deemed to be hidden.
- Written agreement by email from info@ibrido.co.uk, and a *Returns Authorisation Number, should be obtained before returning goods.
- Goods need to be in a good enough condition for resale (open and/or part packs will not be accepted for return).
- Anything returned with signs of use or unreasonable handling will be deemed unsellable or unable to be sold for the same price. Under these circumstances we are entitled to deduct the reduction in value of the goods from the refund due to you.
- Opening 1-2 Packs may be necessary to check suitability but opening or fitting additional packs of the same item will be seen as unreasonable handling.

Terms of Service



RETURNS PROCEDURE

You must notify Ibrido of your request to return goods by contacting us by email to info@ibrido.co.uk

Once your return has been approved, we will send you a *Returns Authorisation Number and send you the details of an address to which the items should be returned within 14 days labelled with your name, address, order number and Returns Authorisation Number.

Any return you send is at your own cost and risk. The goods must be re-packed securely, and larger orders will need to be palletised. We suggest using an insured courier service where a signature is required by the receiving party as we are not responsible for items lost in transit or damaged on their way back to us.

There is a legal obligation for you to take reasonability and care of Goods once in your possession. If this isn't adhered to it may have an effect on the amount refunded back to you. Once Goods have been returned and signed off any refund for the agreed amount will be credited to the original source of payment.

COMPANYS RIGHTS

The information on the company's website is for general information purposes only. This information includes, but is not limited to pricing, products, services, images and graphics. The company uses all reasonable efforts to ensure that the information is correct and up to date. The company does not accept liability for any losses incurred by the customer as the result of any action taken by the customer in reliance on any information published on the company's website or any website it links to.

The company reserves the right to remove any content posted by a customer that it considers to be inappropriate. Views expressed through posts on the website are not those of the company but only represent the views of the person who created the post. The company will not be held liable for content posted on the website but may exercise its discretion to remove or edit posts.

The company reserves the right to decline service to a customer.

The company reserves the right to amend these terms of service at any time.

These terms and conditions form the entire agreement between the customer and the company. Other than these Terms of Service and without affecting the customer's legal rights, no other statements or representations made by employees of the company or contractors of the company shall have any legal effect.

These Terms of Service shall not affect the customer's statutory rights.

To request further information on Damages & Returns, Warranties, full Ts &Cs and Privacy Policies please email us directly at:

info@ibrido.co.uk