

ABOUT US

Blinds-2you.co.uk is a trading name of Home Decisions Limited. This website is operated by Home Decisions Limited registered in UK with company number 09767711 which has its registered office is at C3 Star Business Centre Fair View Industrial Estate, Marsh Way, Rainham, England, RM13 8UP.

Our VAT registration number is 225654017. If you have any issues regarding this website, these terms and conditions or your order, please contact us using the Contact Form or by using the contact details below:

Post: Home Decisions Ltd, C3 Star Business Centre Fair View Industrial Estate, Marsh Way, Rainham, England, RM13 8UP

Email: info@homedecisions.co.uk

Phone: 01708505379

Mobile: 07764339504

CUSTOMER SERVICE

We take customer satisfaction very seriously and genuinely aim to leave all our customers happy with their sales experience. Please do not hesitate to contact us at any time before, during or after your purchase. We promise to respond promptly, in any event within 24 hours, Monday to Saturday.

DELIVERY

Free delivery on all orders above £179.00 GBP. On orders below £179.00 GBP flat rate charge is £7.95 GBP. Deliveries to certain areas are subject to extra delivery charges, e.g. Republic of Ireland, Channel Islands. Usually your order will be dispatched within 1 working day of receiving payment (Monday-Friday) and you should expect to receive it one or two days after dispatch. In a busy periods items are dispatched within 3 days of placing the order (please allow 4 days if the products were ordered late afternoon on Friday). In the very unlikely event that your item is lost or damaged during post, then WE are responsible and will issue either a full refund or replacement.

All blinds are delivered by reliable national carrier and will require a signature to confirm delivery so please ensure you provide a delivery address where someone is available to sign for your item. Please contact us if your order has not arrived within one week and we will be able to trace it.

RETURNS/REFUND POLICY

Ready made products

If you are not 100% satisfied with your purchase, you can return the product and get a full refund or exchange the product for another one, be it similar or not. You can return a product for up to 14 days from the date you purchased it.

The products must be received in their original packaging and in a saleable condition. This will be checked on arrival of the goods and once quality checked the refund will be issued. Return postage must be paid by the buyer.

Made to Measure Products

According to The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, made to measure goods are excluded from this legislation and the 14 day cancellation rights do not apply. We will not accept returns of made to measure goods. This rule applies to all made to measure blinds across all of our ranges.

Damages/incorrect items

Upon receipt it is the buyers responsibility to check the goods. If your item is damaged or incorrect, we ask you to contact us within the 48 hours. We will request an image to allow us to claim with the courier and send a replacement or issue a refund. Please do not attempt to return damaged, incorrect or faulty items to us. We cannot accept liability for the cost of return for damaged or faulty items if you do so. If we require the item back, we will arrange collection at our own expense.

Order Cancellation

When ordering your goods you are agreeing to a legal binding contract. According to Consumer Contracts Regulations 2013, made to measure goods, e.g. blinds are excluded from this legislation and the 14-day cancellation rights do not apply.

Cancellations are still possible and a full refund will be issued only if goods or parts of them have not been made. If your goods have already been made, we are unable to refund your money. Contact us as soon as possible if you wish to cancel or change your order and we can check if the order has gone into production. We strongly recommend that you check the email confirmation of your order to ensure that you have placed the order correctly.

We have the right to cancel your order if we have insufficient stock to process your order or if the goods ordered have been discontinued.

If an item is out of stock we will notify you as soon as possible to let you know of the delay.

If for any reason beyond our control we are unable to supply a particular item, we will notify you as soon as possible. No discounts or compensation can be offered under these unforeseen circumstances

Telephone Orders

In the case of orders placed or any order amendments over the telephone we cannot accept claims based on incorrect sizes or products being inputted by us. Our telesales operators always repeat the orders back. After placing the order please check the order details on the email confirmation.

PAYMENT

We accept online payments from the established, trusted payment companies takepayments and Paypal, using all major credit cards and debit cards. Your payment card details will be encrypted to minimise any possibility of unauthorised access or disclosure. You will only be charged for items at the point of order, so shop comfortably and enjoy the experience.

Price

The price you will pay is the price shown at the checkout and on your confirmation email, these prices are inclusive of VAT and the total price shown is the price you will pay. Deliveries to certain areas are subject to extra delivery charges, e.g. Republic of Ireland, Channel Islands, we will inform you of the extra charge from the carrier at the checkout and you will have the option to cancel the order if the extra charge is not accepted. On receipt of your confirmation email please check to ensure you are completely happy with the price of the goods ordered.

PRODUCT SPECIFICATION

Colour Accuracy

We have made every effort to display pictures, as accurately as possible. However due to different types, styles and settings of various digital devices, shading and colour may appear differently to the exact colour in reality. Therefore fabric samples are available to order to ensure that you are happy with the colour before ordering.

Textiles and dye batches

As fabrics and textiles in general are generally dyed, we cannot guarantee that a shade or colour will not vary over time as the product may come from a different dye batch. Whilst every attempt is made to represent the product accurately, any minor or immaterial variation between the sample, photograph or description shall not entitle you to reject a product.