

1. About Us

The websites www.poolplatforms.co.uk and www.splashdeck.co.uk are owned and operated by Pool Platforms Limited.

Pool Platforms Limited

6 Greyhound Road

London

NW10 5QG

VAT number **129 602 223**

Registered in England **7955333**

Email: info@poolplatforms.co.uk

2. Making a contract with us

2.1 When you place an order with us, you are making an offer to buy goods and accept the terms and conditions of sale.

2.2 In the unlikely event that the goods are not available, we will advise you of this and will inform you when the product will be back in stock. If you are unhappy with this date we will refund your order.

2.3 Images of products on this website are for illustrative purposes only. Your goods may vary slightly from the image shown on the website and will not include any of the pictured accessories, unless stated in the specification of the goods.

2.4 Whilst we try to be as accurate as possible, all information provided is approximate and is provided in good faith.

2.5 These terms and conditions are governed by English law.

2.6 By placing an order with us, you agree to and accept these terms, as well as our privacy policy.

3. How to order

3.1 You can use our website to place an order by selecting the product you wish to buy and adding it to your basket. Items you do not require can be removed from your basket at any time. If you prefer to order by email you can do so online or by emailing your purchase order to info@poolplatforms.co.uk or you can order by telephone via 07501 456 146.

3.2 Pool Platforms limited reserve the right to increase or change the price of the products. All prices will be clearly

advertised in advance of the sale.

3.3 Any additional charges will be shown prior to placing your order.

3.4 Delivery charges will be shown prior to you placing your order.

3.5 Payment is required at the time of order and receipts will always be provided once funds have cleared.

3.6 We use secure payment facilities for online purchases. You can pay for your order by Credit or Debit card. We do not store any card details.

3.7 Promotional prices only apply during the period stated.

3.8 All prices quoted on our website are in UK pounds.

3.9 Charges are exclusive of VAT. VAT will be identified and added before purchase is completed and based on current UK rates.

3.10 Once your order has been confirmed, changes may not be possible or may incur additional charges or delays.

3.11 Once your order is complete we will notify you of the dispatch date.

4. Delivery Charges

4.1 Goods will normally be received within 7 working days for non-branded and 21 days for a branded platform, however any estimated dispatch date is an estimate, which can change without notice. Additional times may be required for personalised goods and you will be notified of these via email.

4.2 Standard charges are based on delivery to Great Britain and Republic of Ireland.

Delivery to the Channel Islands, the Highlands/Islands of Scotland or overseas is possible and delivery charges and delivery times will be discussed and agreed in advance of purchase.

4.3 We will deliver the goods to the premises you specify on your order. You must be at home to accept delivery of your order, which is normally between 9:00am and 6:00pm Monday-Friday.

4.4 We will not accept responsibility for loss or damage if you instruct the delivery company to leave the goods

unattended.

4.5 Disposal of packing materials is your responsibility.

4.6 After two failed delivery attempts (or if you are not at home for an agreed delivery) the goods may be returned to the warehouse and we reserve the right to charge you an additional re-delivery charge.

4.7 If you change the delivery address once the goods have been dispatched to you, we reserve the right to pass on any extra charges made by our carriers for redirecting your delivery.

4.8 Please check the goods on delivery – any goods found to be damaged should be notified to the delivery driver at the time of delivery or ourselves within a reasonable time.

4.9 If the goods are lost or damaged in transit, please let us know promptly.

4.10 You should tell us about any special delivery requirements or conditions when you place your order.

4.11 Sometimes, for reasons beyond our control we may be prevented from delivering your goods as planned. These might include things such as accidents, breakdowns, fire, flood, storm, severe weather, acts of god, war, riot, civil commotion, malicious damage or the default of our suppliers. We will try to put things right as soon as possible however we are not responsible where this causes a delay or failure in delivering your goods.

5. Cancellation and returns

5.1 Any items that have been personalised or modified to your specification, cannot be returned.

5.2 You can cancel your contract at any time up to 7 working days after the day of delivery. To do this, please e-mail, fax or write to us. We are unable to accept cancellations by phone.

5.3 You do not have to give any reason for cancellation. However, a brief explanation will help us to improve the service we offer to customers in the future.

5.4 If you cancel, you must return the goods within 14 days of cancellation, complete with the original packaging to us, at your own expense. You must ensure that the goods are packaged adequately to protect against damage.

5.6 We will refund all monies paid to us by you excluding delivery within 30 days, less any costs due under this contract and an administration charge of 10%.

5.7 This cancellation policy does not affect your legal rights

6. Faulty Goods / Guarantee

6.1 If there is a problem with the goods, please notify us by email or in writing within 7 days providing details of

the problem. Its helpful if you can provide us with a digital photograph of the problem as this normally saves you having to return the goods for inspection. We will deal with the matter in accordance with your legal rights.

6.2 If an exchange is necessary, this will be arranged without unreasonable delay and without charge. Replacement goods will not be dispatched until the original goods have been received at our warehouse and checked.

6.3 The cost of returning goods to us is your responsibility, however on inspection we will refund your reasonable postage costs, providing that the goods are found to be faulty. If the goods are not faulty, we will return them to you, however you will be required to cover our reasonable postage costs.

6.4 Platforms are intended for safe use under adult guidance and customers are advised to download and follow the user guide available online.

6.5 Platforms should be cleaned in accordance with our care and maintenance instructions in the user guide.

6.6 If an item is no longer available we will offer an alternative. However our liability will be to replace the faulty goods only and we are unable to guarantee an exact match. In this instance you will have the option of a refund.

7. Liability

7.1 The products sold on this website have been fully tested and designed for intended use. We cannot warrant or represent that they comply with any legal requirement outside the uk.

7.2 We do not accept liability in respect of any defect arising from fair ware and tear, willful damage, negligence, abnormal working conditions or failure to follow the guidelines provided.