

Terms & Conditions and Returns Policy

1. Light-Fix is a division of King's Chandelier Services Ltd whose Registered Office is situated at Riverside House Maldon Road Heckfordbridge Colchester Essex CO3 0SW. This address is to be used by for ALL correspondence. Telephone 01206332938 Fax 07092871162. This address does not receive customers without email confirmation and then only on an agreed date and time.
2. We will endeavour to fulfil orders within TWO working days (classed as Monday to Friday – day one being the day following receipt of cleared funds) FOLLOWING receipt of cleared payment. Any delay in dispatch will be notified to the customer via email – BULK/LARGE orders may have a longer lead time please email info@light-fix.co.uk for lead times
3. Light-Fix reserves the right to provide an alternative product without customer reference if this is deemed to perform the task and will not be detrimental to use.
4. Orders under FIFTEEN POUNDS sterling will be sent standard delivery at the customers own risk. Orders exceeding FIFTEEN POUNDS will be dispatched using a signed for mail service unless advised otherwise via email. The tracking number will be available upon written request.
5. It is the responsibility of the customer to ensure arrangements are made to sign for delivery of the order, should the order be returned to Light-Fix marked “not called for” or similar re-dispatch will be made on receipt of a further postage charge.
6. If you wish to enquire as to the progress of your order please email info@light-fix.co.uk detailing your order number, date of order, name the order was placed under and delivery address. We will endeavour to respond within 24 hours Monday to Friday – orders cannot be progressed by telephone as the office does not have access to the dispatch books during office hours.
7. Lighting components - Orders are packed well however should there be a problem with your order please advise us within forty eight hours of receipt by email stating your full name, address and order number so that we may be able to resolve your issue as quickly as possible.
8. Glass components – including electric light bulbs and glass candle tubes. Our orders are well packaged and every effort is made to ensure that they are delivered in good condition, however please remember that these items are exempt from Royal Mail and Courier Delivery Services Insurance and therefore Light-Fix will not be held liable to supply replacements or refunds.
9. Force Majeure King's Chandelier Services Ltd T/A Light-Fix shall have no liability to you for any failure to deliver goods you have ordered or any delay in doing so or for any damage or defect to goods delivered that is caused by any event or circumstance beyond its reasonable control
10. Returns - To comply with Distance Selling Regulations returns are accepted under the following conditions:-
 - We are notified of the problem within FOURTEEN working days of the date of delivery by email whereupon a returns reference number will be issued together with full returns instructions. Any return received without a valid returns reference number may have their refund delayed.
 - The goods are returned by the same delivery service
 - Refunds will be issued on receipt of the goods, any orders lost in transit back to King's Chandelier Services Ltd T/A Light-Fix will be the responsibility of the buyer and therefore it is recommended that insured postage is used.
 - Goods must be returned in the same condition as at dispatch, any damaged items will not be subject to refund.
 - Should goods have been damaged in transit to the customer King's Chandelier Services Ltd T/A Light-Fix Ltd will require the return of the original packaging together with a brief statement to facilitate a claim against the delivery company together with photographs showing the damaged item and packaging. This information is then passed to Royal Mail/Courier as appropriate
 - Postage will be refunded in event of faulty lighting components; in alternative situations a Postage Credit Note will be applied to your account for a future order
 - We reserve the right to charge a 10% handling fee to cover administration charges on returned orders due to customer's change of mind, with a minimum charge of £1.50 and maximum of £12.50. Returns of orders that were eligible for Free Postage will be assessed for any postage administration charge, this amount will not be refunded but will be held as a postage credit note to be applied to your account for a future

order. This is to ensure that the free postage facility is not abused; each return will be assessed individually and will be based on both order history and returns history.

11. Please note some items are excluded from our returns policy – those items excluded are clearly marked on the website. Please contact us if you wish to purchase an item excluded from our standard returns policy so that we can discuss this with you.
12. Delivery Charges - International customers – international postage is automatically calculated on the majority of items however please note some items are excluded from these postal charges and you will need to email us for further details – these items are clearly marked
13. Customers should retain a copy of these Terms and Conditions.