

TERMS AND CONDITIONS

TORC POTS is a limited company operating out of Jersey in the Channel Islands. We produce and sell hand-made pots and urns for indoor or outdoor use which can be viewed at www.torcpots.com.

DESCRIPTION

It should be noted that each and every Torc pot is made by hand at our studio - we are not casting material into moulds. As a result, there will always be slight variations from pot to pot in both colour or texture and therein lies the beauty of our Torc brand. Although we are working with natural, organic materials we do our utmost to replicate what you have seen on the website.

ORDERS AND PAYMENT

Orders can be placed by telephone or email using the contact details on our website. Once we understand your requirements we will put them into a quotation and send to you by email. Upon your acceptance of the quotation the contract is formed and we will send an invoice including a delivery charge. It is your responsibility to check the description of the item(s) ordered and that it is correct. We will not commence work on your order until we receive payment in full.

Once the order is paid in full, we will give you a lead time (this can be discussed prior to placing the order) and we will begin the process of creating your individual and unique Torc pot. Please note that delayed payment will affect the lead time.

Payment can be made by bank transfer (our bank account details appear at the bottom of the invoice), cheque or credit card (5% surcharge). You will be responsible for complying with any legislation or regulations governing the importation of the goods into the country of destination and for the payment of any duties arising on them.

CANCELLATION POLICY

Orders may be cancelled in writing if made within 7 days from the date payment was received. However, the amount of any refund provided will be subject to the work performed and cost of materials used at the time of cancellation.

DELIVERY

All deliveries of our pots and planters are carried out by an established delivery company based in the UK. Once the order is nearing completion and ready to ship we will liaise with the delivery company in conjunction with yourselves to secure a delivery date which is convenient to you. They will deliver to the home/business address supplied on the order but are not responsible for placing the pot into position.

It should be noted that all deliveries are driveway/kerbside deliveries. The driver will not be authorised to carry your items into position in your garden. To ensure the smooth running

of the delivery it is important that you are at home to receive it and that you have organised an adequate number of people/equipment to receive the order.

If for any reason, there is no-one at home to receive the order we will need to re-arrange delivery and this will incur an additional delivery fee.

Occasionally, due to circumstances outside of our control, such as adverse weather, the delivery date may change. We will advise you and reorganise a date to suit you. It will be your responsibility to check the goods on arrival and if any damage has been sustained in transit please advise us immediately upon receipt of your Torc pot. Photographic evidence will be required as we will be expected to provide this to the courier company. In the unfortunate event that your pot has been damaged in transit we would require notification within 24 hours of taking delivery.

If you prefer to organise delivery yourself, please advise us and the delivery fee can be omitted from the invoice. In this case, responsibility of the pot will be entirely yours from the moment it leaves our studio.

TAXES AND DUTIES

It should be noted that goods coming into the UK will be subject to VAT and that the haulage company will not release the goods until the tax has been paid.

WARRANTIES

All of our pots are sold with a 3-year warranty. The warranty will be invalid if the pot has been placed under extreme conditions. We give full advice regarding pot care on our website and this should be adhered to otherwise the warranty could be rendered invalid. If the pot is defective due to a problem with our manufacturing process, we will either replace or repair the pot – depending on the severity of the problem. It should be noted that warranties are non-transferable.

LAW

These terms and conditions are governed by English law.