

TERMS & CONDITIONS

Item Descriptions

Please be aware that a proportion of the items we sell are used and/or antique, in some cases having been restored and/or altered and are not sold as new. These items may therefore carry minor flaws such as small scratches, marks and show signs of general wear and tear. Whilst we ensure that all flaws are photographed and described as accurately as possible, we would never intend to mislead customers intentionally, please remember that descriptions are formulated in our opinions and are therefore subjective. Again we strive to provide accurately the origin, age, provenance and condition of items but in some cases this may be an opinion and not a fact. The absence of any description pertaining to condition does not imply that the item is free from any flaws or restoration. If you have any concerns or queries regarding an item please email or contact us and we'll be only too happy to help.

You are invited to view any of our items by appointment, please call us on 0121 236 7740 or email us at martina@billyhunt.co.uk

Before You Order

Please check your order to ensure accuracy of the sizes, finishes and colours. It is very important to make note of the dimensions of the item/s you are ordering to check that they will fit into the location you want. If the item does not fit and you return it you will have to pay for the return of the item. On our website we endeavour to provide you with accurate representations of the finishes, colours and textures of items, however due to changes in lighting and a wide variety of resolution qualities on different computer screens, some variation is possible. If you are concerned with having a 100% colour match then we would recommend you visit us to view the item/s. As wood is a natural product, it is subject to movement if exposed to extreme temperature changes. Metal and leather items are affected by everyday contact, substances and air temperatures – normally this means that items will over time change colour and gain a far more interesting patina.

Viewing by Appointment

You are very welcome to visit us and view items, please contact us on 01212367740 or e-mail us on martina@billyhunt.co.uk to set up an appointment.

Payment Methods

Payments can be made via our website. However if you would feel more comfortable paying over the phone you can contact us on 0121 236 7740 we accept all major credit/debit cards (not Diners). We can also accept payment by Bank Transfer and of course you are welcome to visit us and make your payment in person – we accept CASH in GBP, EUROS and USD.

If you would like to contact us with regards to making an offer for an item please call or e-mail us. Please note that once the offer is accepted payment will be required by means of immediate bank transfer or with a credit/debit card over the phone, thus ensuring the item is yours.

Delivery

All deliveries within the UK are inclusive of the price based on items being delivered to ground floor based locations to Mainland UK destinations. Any items requiring delivery to

locations not on a ground floor level, will be quoted for on an individual basis. If there are any parking restrictions at your location you must advise us of this at point of order, if a delivery cannot be made due to certain restrictions the items will be returned to us and you will have to pay for a second delivery to be made.

Quotes for delivery charges for items being sent outside mainland UK will be based on international requirements. Where there are duties to be paid on items being delivered to countries outside the UK, the duty is to be paid by yourself.

Expected Time of Delivery

On average we anticipate that items will be delivered within two weeks, if not sooner – we will always do everything we can to ensure timely delivery. Please note that these are estimates, not guarantees, however we will liaise with you to keep you informed of when items have been dispatched and can be expected. Please allow a little longer for more remote areas within Scotland, Cornwall and during the Christmas period.

For any deliveries outside of mainland UK we will advise on timings once delivery arrangements have been made.

Storage of Goods

We are happy to store items for up to 6 weeks providing they have been paid for, at no extra cost. If we need to store items for any longer than that we will charge storage at a fixed rate of £20 per week per item regardless of size

Damaged Items

If an item does get damaged during shipment, please take photos and contact us within 24 hours of receiving item on receipt of the item so that we can rectify the situation as quickly as possible.

Refund & Returns Policy

If, in the unlikely event you decide to return an item we will happily refund you the full purchase price minus the cost of delivery providing that we are notified, in writing, within 7 days of receipt of the item. When returning an item please ensure that it is appropriately wrapped and packed and adequately insured. Please note that if you are returning an item the cost of the delivery/postage is yours and we would recommend that you obtain proof of posting. A refund will only be issued on receipt of the returned item.

Email & Privacy Statement

In this age of modern information and communication technologies which allow us all to work freely on an international level, we believe that respecting customer's information is vital. Protecting your privacy and your personal data is important to the way we at Billy Hunt work – whether that be on or off-line.

Information Collection & Use

Billy Hunt is the sole owner of the information collected on this site. We collect personal data you willingly volunteer on registration, order or by e-mail. We will not sell, share, or rent this information to others in ways different from what is disclosed in this statement. This

policy is strictly adhered to.

Our website has elements that permit a user to communicate with Billy Hunt and therefore collect information that allows Billy Hunt to contact or locate a user via addresses, phone numbers, full name and e-mail addresses.

Billy Hunt will, in the unlikely event that we are requested by the police or regulatory body or government authority in investigating illegal activities to provide information concerning your activities whilst using our website.

Links

This site contains links to other sites; however Billy Hunt is not responsible for the privacy practices of other sites.

Log Files

We use IP addresses to analyze trends, administer the site, track user's movement, and gather broad demographic information for aggregate use. IP addresses are not linked to personally identifiable information.

