

ÄKTA

HANDMADE SCANDINAVIAN INTERIORS

TERMS & CONDITIONS

These terms and conditions apply to all purchases from AKTA UK LIMITED, and should be read carefully. We may occasionally amend these terms and conditions and the website will be updated accordingly.

Akta is a trading name used by AKTA UK LIMITED, a company registered in England and Wales, whose registered office is at Flat Above, 25 Marylebone High St United Kingdom, W1U 4PH. Our company registration number is 06221734

Our contact details are as follows:

Trading address: 384 King's Road London United Kingdom, SW3 5UZ

General email: info@akta.uk.com

Telephone number: 02073510894

Fax number 02077514449

Delivery

All accessories and non-furniture items, wherever possible, will be dispatched within 30 days of receiving your order. However, some of these products may not be in stock at the time you place your order, and we will notify you within 7 days if we cannot dispatch your order within this time in which case you have the option of reconfirming or cancelling your order (without charge). Our standard delivery charge for accessories and non-furniture items is £10.00 (GBP) per order within the UK mainland, and this charge is levied at the time you place your order. Additional charges may be incurred for remote UK addresses and/or for heavy items, and we will contact you if the delivery charge is greater than the standard amount at the time of dispatch of your order. International customers will be notified of the additional shipping rates chargeable at the time of dispatch of the order.

Furniture items typically are made to order and are not held in stock, and delivery times may vary from 7 days to 10 weeks. We will notify you within 7 days of placing your order if we cannot dispatch your order within this time in which case you have the option of reconfirming or cancelling your order (without charge). We are happy to answer your queries regarding furniture availability and delivery via telephone, fax or email either before or after you have placed your order. Delivery charges are always levied for purchases of furniture at the time of placing your order, and we will contact you with the estimated delivery costs and delivery date within 7 days of receiving your order. Furniture delivery prices are calculated according to the destination, size and type of product. This includes chairs, tables, beds, desks, storage units and chandeliers. The charge for furniture varies according to the volume, weight and destination. Single furniture items delivered within the M25 normally cost £50.

We will notify you of the delivery costs at the time of dispatch of your order, at which point the delivery costs will be levied. We also contact you to arrange a convenient time for delivery. We recommend that you check the dimensions of access points to your home when ordering large pieces of furniture. We only use our own delivery service or reputable furniture carriers, which is reflected in the delivery price, not hidden in the price you pay for your furniture. All furniture deliveries require a signature upon delivery to confirm that you have safely received your order.

If you prefer, you can arrange for collection of furniture items from our London showroom provided that collection takes place within 48 hours of the item(s) arriving in our showroom.

Items may be dispatched separately according to their delivery times. All delivery costs include VAT.

Whilst we make every effort to dispatch the products on time, we do not accept liability for any failure to deliver on the stated date or at the stated time. We will not be held liable for any financial or consequential loss arising from late or non-delivery of goods. If you are unable, for whatever reason, to take delivery of your goods and the goods are returned to us by the carrier, we reserve the right to charge you for any subsequent deliveries, should such extra costs be incurred by ourselves for re-delivery or return. If we, or our nominated carrier, accidentally damage goods in the course of delivery then our liability for that damage is limited to the replacement of the goods or the value thereof

No order is binding on you or AKTA UK Ltd. until we have accepted it. You will own the items we supply you from the moment they are put in the hands of the postal service, or with our carriers, or on payment in full of the price of the Goods and any delivery charge, whichever is later.

All prices are subject to change without notice.

Sales on this web site are governed by English law and you agree to submit any dispute to the exclusive jurisdiction of the English courts. All orders are subject to these terms and conditions, and no amendments will be accepted by us.

Order

All orders placed by you are subject to acceptance by us and we will confirm such acceptance to you by e-mail. If we are unable to accept your order, we will contact you by email, telephone or post using the contact details you registered at the time of placing your order. All items are subject to availability.

Should you place an order and the advertised price of any product is subsequently discovered to be erroneous we will contact you advising you of the correct price of the goods, at which point you may reconfirm or cancel your order.

If you wish to enquire about the progress of your order, please email, telephone or fax using the contact details below.

Gift Wrapping

We offer a gift-wrapping service, and we can deliver to a different address if desired. If you would like your purchase gift wrapped, please check the box on the on-line order form.

Refunds and Replacements

Should you be dissatisfied with your purchase, you may return it to us within 7 days from receipt of delivery. Furniture items (including chairs, tables, beds, desks, storage units and chandeliers) are typically made to order, and for this reason we regret that should you wish to return your purchase, we are only able to offer a 50% refund of the purchase price. For non-furniture items, we offer either a full refund or credit note in respect of the purchase price. Refunds for non-furniture items attract a handling fee of 2.5% to cover transaction costs. Credit notes are valid strictly for 12 months from the date of cancellation.

We do not refund or give credit notes in respect of the cost of delivery, except if your return is the result of an error made by AKTA UK Ltd.

All goods returned for refund or credit note must be in a saleable condition with original packaging intact. Refunds or credit notes will be issued within 7 days of receiving the goods according to the original method of payment.

Returns should be sent via recorded delivery to the postal address given below. Delivery arrangements for the return of goods are to be made by the customer and all delivery costs are to be borne by the customer. Customers are advised to retain proof of postage when returning goods. AKTA UK Ltd. cannot be held responsible for loss in transit of goods returned other than by recorded delivery. By prior arrangement, you may return goods in person to our London premises at the address given below.

Any claim regarding damaged or defective goods must be notified to us within 24 hours upon receipt, via telephone, fax or email. If you are unable to open a damaged package in the presence of the carrier, please sign for it as "damaged package - contents not yet inspected". Please do not return damaged products unless or until requested to do so by us since this may unnecessarily incur additional costs. If so requested, you must return the goods returned to us within 7 days in order that we can examine them. We reserve the right to request photographic evidence of damage. If the product has been discontinued at the time we receive your notification, or we are unable to deliver a replacement within 30 days (for non-furniture items) or 10 weeks (for furniture items), we will offer an alternative product or a refund or credit note. We regret that the cost of the delivery cannot be refunded. If we can deliver a replacement product within 30 days (for non-furniture items) or 10 weeks (for furniture items), we will offer you the replacement product.

Your statutory rights are not affected

Order Cancellations

Furniture items (including chairs, tables, beds, desks, storage units and chandeliers) are typically made to order, and for this reason we regret that should you decide to cancel prior to dispatch we are only able to offer a 50% refund of the purchase price.

We offer full refunds on orders for non-furniture items cancelled prior to dispatch but we reserve the right to charge a handling fee of 2.5% to cover transaction costs. Alternatively, we would be pleased to offer you a credit note for 100% of the purchase price. Credit notes are valid strictly for 6 months from the date of issue.

We accept cancellation of any order only prior to dispatch. Please contact us by telephone, fax or email using the contact details given below if you wish to cancel an order. Refunds for cancelled orders will be made within 7 days of the cancellation according to the original method of payment.

Your statutory rights are not affected