

Terms & Conditions

Bounce Away™ is owned and operated by F.W.T. (UK) LTD, registered in England and Wales, company number 3781145 and our registered office is at Unit 16 Sefton Lane Industrial Estate, Sefton Lane, Maghull, Liverpool, L31 8BX. Our VAT registration number is GB748704309.

1. These terms and conditions apply to all uses of the Bounce Away website and all transactions for the sale of goods on the Bounce Away website. Please read them carefully. They do not affect your statutory rights.

2. We may change these terms and conditions at any time. Any changes will take effect on the date they are posted on the Bounce Away website.

Ownership of rights

3. All rights, including copyright, in this website are owned by or licensed to F.W.T (UK) LTD. Any use of this website or its contents, including copying or storing in whole or in part, other than for your own personal, non commercial use, is prohibited without our permission. You may not modify, distribute or re-post anything on this website for any purpose.

Accuracy of content

4. We have taken care in the preparation of the content of this website, in particular to ensure that prices quoted are correct at the time of publishing and that all goods have been fairly described. However, orders will only be accepted if there are no material errors in the description of the goods or their prices as advertised on this website. Any weights, dimensions and capacities given about the goods are approximate only.

Damage to your computer

5. We try to ensure that this website is free from viruses or defects. However, we cannot guarantee that your use of this website or any website accessible through it will not cause damage to your computer. It is your responsibility to ensure that the right equipment is available to use the website. Except in the case of negligence on our part, we will not be liable to any person for any loss or damage which may arise to computer equipment as a result of using this website.

Prices

6. All prices on the Bounce Away website include any VAT payable but exclude delivery charges.

We reserve the right to adjust prices, offers, goods and specifications of goods on Bounce Away website at our discretion at any time before (but not after) we accept your order.

Your Order

7. All orders made by you through Bounce Away website are subject to acceptance by us. We may choose not to accept your order for any reason and will not be liable to you or to anyone else in those circumstances.

After submitting an order to us we will send you an order acknowledgement email with your order number and details of the goods that you have ordered.

Available stock levels are not indicated on the Bounce Away website. If you order goods which are not available from stock, we will contact you by e-mail or by telephone to discuss how you wish to proceed. You will have the option to wait until the goods are available from stock, or cancel your order in accordance with our returns policy.

Payment

8. The total cost of your order is the price of the goods and delivery charges as set out in payment section. Payment can be made by most major credit or debit cards in accordance with the payment methods section.

You confirm that the credit/debit card that is being used is yours. All credit/debit card holders are subject to validation checks and authorization by the card issuer. If the issuer of your card refuses to authorise payment we will not accept your order and will not be liable for any delay or non-delivery and we are not obliged to inform you of the reason for the refusal.

We are not responsible for your card issuer or bank charging you as a result of our processing of your credit/debit card payment in accordance with your order.

Cancellation rights

9. Under the distance selling regulations you have the legal right upon receipt of your written confirmation to cancel your order within seven days of receipt of your goods (with the exception of any made to order items).

9.1 If you have received the goods before you cancel your contract then you must send the goods back to our contact address at your own cost and risk. If you cancel your contract but we have already processed the goods for delivery you must not unpack the goods when they are received by you and you must send the goods back to us at our contact address at your own cost and risk as soon as possible.

9.2 Once you have notified us that you are cancelling your contract, any sum debited by us from your credit card will be re-credited to your account as soon as possible and in any event within 30 days of your order provided that the goods in question are returned by you and received by us in the condition they were in when delivered to you. If you do not return the goods delivered to you or do not pay the costs of the return delivery, we will be entitled to deduct the direct costs of recovering the goods from the amount to be re-credited to you.

9.3 In the event of notification of faulty or unsatisfactory goods, your costs may be re-credited or arrangements made to replace the goods free of charge.

Cancellation by us

9.4 We reserve the right to cancel the contract between us if:

9.5. We have insufficient stock to deliver the goods you have ordered;

9.6. We do not deliver to your area; or

9.7 One or more of the goods you ordered was listed at an incorrect price due to a typographical error or an error in pricing information received by us from our suppliers.

9.8 If we do cancel your contract we will notify you by e-mail and will re-credit to your account any sum deducted by us from your credit card as soon as possible in any event within 30 days of your order.

Our returns policy- terms and conditions

YOUR CONSUMER RIGHTS ARE NOT AFFECTED

Faulty products

10. If the product you purchased is faulty, we may offer a repair, exchange or refund as appropriate in accordance with your consumer rights.

Liability

10.1 If you do not receive goods ordered by you within 30 days of the date on which you ordered them, we will have no liability to you unless you notify us in writing at our contact address of the problem within 60 days of the date on which you ordered the goods (unless this is not reasonably practicable).

If you notify a problem to us under this condition, our only obligation will be, at your option:-

10.1.1. To make good any shortage or non-delivery.

10.1.2. To refund to you the amount paid by you for the goods in question.

10.2. Any claims for defective goods will only be considered if advised to us immediately upon receipt of goods or in any event within 21 days of receipt of goods.

10.3. Both parties shall only be liable under this contract for losses, which are a direct and reasonably foreseeable consequence of the relevant breach of contract.

10.4. You must observe and comply with all applicable regulations and legislation, including obtaining all necessary customs, import or other permits to purchase goods from our site. The importation or exportation of certain of our goods to you may be prohibited by certain national laws. We make no representation and accept no liability in respect of the export or import of the goods you purchase.

10.5. You must follow the manufactures assembly advice and instructions at all times. Our products are sold for domestic use only. We will not be liable for your failure to adhere to these instructions or your negligence, incorrect assembly, or incorrect use including non-domestic use, vandalizing or unauthorised alteration or attachment of equipment other than our own.

10.6. Notwithstanding the foregoing, nothing in these terms and conditions is intended to limit any rights you might have as a consumer under applicable local law or other statutory rights that may not be excluded nor in any way to exclude or limit our liability to you for any death or personal injury resulting from our negligence.

General Conditions

11. We shall not be liable to you where performance of any of our obligations to you is prevented, frustrated or impeded by reason of acts of God, war and other hostilities, civil commotion, accident, strikes, lock outs, trade disputes, acts or restraints of government, imposition or restrictions of imports or exports or any other cause not within the reasonable control of F.W.T. (UK) LTD.

11.1 If any part these terms and conditions is found to be unenforceable as a matter of law, all other parts of these terms and conditions shall not be affected and shall remain in force.

11.2 We cannot guarantee that the appearance and/or colours of products shown on this site exactly reproduce the appearance and/or colours of the physical products themselves. Natural products may show some colour variations. All sizes quoted are approximate.

11.3 We will do all that we reasonably can to meet the date given for delivery. In the case of unforeseen circumstances, beyond our reasonable control, we may not be able to do so. In such circumstances we will contact the customer in order to agree a mutually acceptable alternative delivery date.

11.4 As soon as we have delivered the goods, the customer will be responsible for their safekeeping and we will not be responsible for any damage or fault arising from incorrect assembly, use or storage. If the customer delays a delivery, our dispatch responsibility will be confined to damage due to negligence in transit, any remaining dispatch responsibilities will lapse on the original agreed delivery date.

11.5 Ownership of the goods shall remain with us and shall not pass to the customer until the agreed price together with all other sums due from the customer to us, have been paid in full.

11.6 To the extent permitted by law, we accept no liability for any loss, damage or injury arising as a consequence of the advice provided.

11.7 These terms and conditions and any contract between us shall be governed by and construed in accordance with English law and the English courts shall have jurisdiction over any disputes between us.

11.8 Contracts are made and accepted subject to these conditions for sale. Contracts that are made in Scotland shall be governed by Scottish law otherwise this contract shall be governed by English law and no other.

Third party rights

12. Nothing in this agreement is to intend to, nor shall it confer any rights on a third party.

Definitions

13 'Bounce Away' means FWT (UK) Ltd and any other connected organisation that supplies the goods ordered by you and any successor to its business

13.1 "We and us" means FWT (UK) Ltd either alone or together with you, as the context requires;

13.2 "Working day" means every day of the year except weekends, and English statutory and public holidays;

13.3 "You" means the person ordering goods subject to these terms and conditions.

Bounce Away

F.W.T. (UK) LTD.