

Online Shop Terms & Conditions



1. Definitions

The 'website' means 'http://www.al-ko.com/shop/uk_vt/', 'we' and 'us' means AL-KO Kober Ltd, and 'the customer' and 'you' means the person or company which has purchased products from the AL-KO Online Shop, at http://www.al-ko.com/shop/uk_vt/.

2. Conditions

By using this website you accept and agree to be bound by these Online Shopping Terms and Conditions, the Privacy Statement and such other policies as we notify you of from time to time, which together constitute the entire agreement between us. Nothing in these Online Shopping Terms and Conditions affects your statutory rights, either as a consumer or otherwise.

3. Prices

Products are invoiced in GBP sterling at the price prevailing at the time you place your order. Prices displayed on the Website include Value Added Tax which will be charged at the current rate. Whilst we try and ensure all details, descriptions and prices are correct when appearing online, errors may occur. Prices displayed on the Website apply to online purchases only. They are not indicative of the price of identical items purchased elsewhere. We reserve the right to update prices displayed on the Website at any point.

4. Payment

You may only pay for the items which you order online by supplying your credit/debit card details on the secure online order form. Our website uses PAYMILL, a secure card payment gateway service. Alternatively you may pay via PayPal.

5. Promotions & Promotional Codes

If you have a promotional code, please note that offers cannot be used in conjunction with any other offers unless stated otherwise, and offers apply to one per household. All promotional codes issued by us are for use only at http://www.al-ko.com/shop/uk_vt/

6. Cancellations

If you wish to cancel your order, please call us on 01926 818 500. As we try to process orders immediately it may not always be possible to prevent an order from being despatched. If your order has already been despatched you may return the items to us in accordance with our Returns Policy by using the form at http://www.al-ko.com/shop/uk_vt/returns

7. 'Cooling Off' Period

If you live in the European Union you have a right by law to withdraw from the purchase of any item within a "cooling-off" period of fourteen working days starting on the day after the day the item is delivered to you. This right applies to all items advertised on the Website except for sealed items where the seal has been broken (for example the AL-KO Secure sealed locking components box). You may be liable for the cost of returning the item(s) to us. Please fill in the online returns form at http://www.al-ko.com/shop/uk_vt/returns

8. Delivery & Returns

Please go to http://www.al-ko.com/shop/uk_vt/delivery for full details of our delivery and returns policy.

9. Losses

We will be responsible for any losses you suffer as a direct result of us breaching these Online Shopping Terms and Conditions if those losses were reasonably foreseeable to both you and us at the time the contract for the sale of items by us to you was formed (i.e. at the point we send the Order Confirmation E-mail to you). We will not be responsible to you or any third party for any business loss (including loss of revenue, profits, contracts, anticipated savings, wasted expenditure, data or goodwill) or any other loss or damage which does not result directly from our actions or the actions of our sub-contractors or agents, is consequential or was not reasonably foreseeable to both you and us when the contract between us was formed. Our liability to you under these Online Shopping Terms and Conditions will not exceed the total price charged for the items purchased. Nothing in these Online Shopping Terms and Conditions excludes our liability to you for personal injury or death caused by our negligence.

10. Events Beyond Our Reasonable Control

We will not be responsible to you for any delay or failure to comply with our obligations under these Online Shopping Terms and Conditions if the delay or failure arises from any cause beyond our reasonable control.

11. Alterations To These Terms And Conditions

We reserve the right at any time to make changes to this Website, these Online Shopping Terms and Conditions, Privacy Statement and such other policies as we may notify you of. You will be subject to the policies and terms and conditions in force at the time you use the Website or order items from the Website. Changes which we are required to make by law could apply to orders which you have already made. If any of the terms and conditions forming the contract between us are deemed invalid, void or unenforceable for any reason, it will be deemed severable and not affect the validity and enforceability of the remaining terms and conditions.

12. Governing Laws And Jurisdiction

These Online Shopping Terms and Conditions are governed by and construed in accordance with the laws of England and Wales. You agree to submit to the non-exclusive jurisdiction of the English courts, as do we.