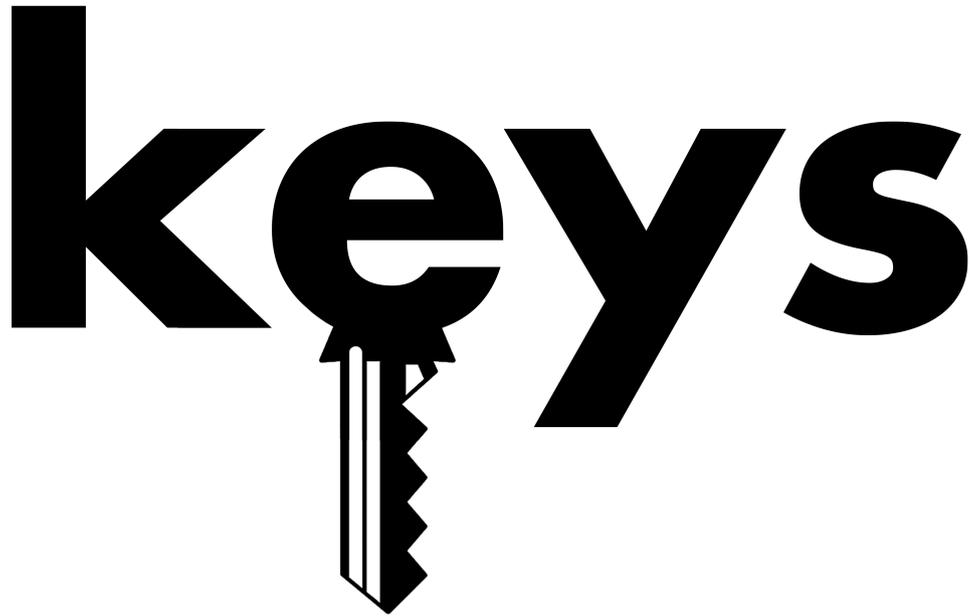


# keys



## Terms and Conditions

*KeysCutNow terms and conditions document is reviewed and amended annually. The latest version will be available from the website [www.keyscutnow.co.uk](http://www.keyscutnow.co.uk) or via request of email to [sales@keyscutnow.co.uk](mailto:sales@keyscutnow.co.uk)*

*KeysCutNow can be found at 1 Pelham Street, Ilkeston, DE7 8AR. We are a family run UK based company based in the midlands; we cut thousands of keys yearly for domestic and commercial purposes - we offer hands on locksmith support, in store help and online key cutting.*

**Please read the following terms and conditions before you order from KeysCutNow, completion of your order is regarded as confirmation of your understanding of the terms and conditions.**

The “Terms” set out in this agreement are:

- The contract created between KeysCutNow and you
- Your legal rights and responsibilities
- Our legal rights and responsibilities
- Key information required by law

“We”, “Us” or “Our” refers to the company “KeysCutNow”

“You” or “Your” refers to the person ordering from our us to buy keys, accessories or other goods.

1. You agree that we will not be responsible for any losses If a key is lost or otherwise not delivered by Royal Mail (or alternative courier). We will deliver to the supplied address at the time of order - it is your responsibility to enter the correct address.

*[When ordering keys - we advise you do not set delivery of the keys to the house in which the keys fit the doors. Instead use a work or other deliver destination for your safety.]*

### Introduction

2. If you buys keys on our website you agree to be legally bound by these terms. If you do not agree with these terms you will not be able to order from our website.

We will process any personal data we collect in accordance with our Privacy Notice available on the website, or by contacting [sales@keyscutnow.co.uk](mailto:sales@keyscutnow.co.uk)

### Information

3. By law, we must give you certain information before a legally binding contract between you and us can be made. If you wish to see this information please contact us using the details at the top of this document.

This information we give you by law forms part of our contract with you. If we have to change any important information once a legally binding contract between you and us is made, we can only do this if you agree to it.

### Ordering Keys

4. When ordering keys from us, you place an order on the side by proceeding through the secure checkout process. Please read and check your order carefully (especially key codes) before submitting it - if you need to correct any errors after submitting please contact us using the details above.

*[Once your item has been dispatched we cannot make changes to your order]*

We may contact your to decline your order this may be due to:

- Item no longer available
- Unauthorised payment
- We are not allowed to sell or send keys to you

- You have ordered too many keys
- There has been a mistake on the website surrounding pricing or descriptions.

Once payment has been made you will receive a confirmation e-mail, this acknowledgement does not mean your order has been accepted.

If you are under 18 you may not buy and keys from this site.

### Cancellation

5. You have the right to cancel this contract within 14 days if you are the consumer and you contact us with a valid reason. The cancellation period expires after 14 days from dispatch of your item.

To exercise your right to cancel, you must inform us of your decision to cancel with a clear statement including your: Order Number, Name, Address and item purchased.

6. If you choose to cancel the contract, we will reimburse to you all payments received from you, including the cost of delivery (except for supplementary costs from other than the least expensive type of delivery at the time of purchase)

We may make deductions from the reimbursement for loss in value of any key or accessory supplied - if the loss is at the result of unnecessary handling by you.

We will not refund a key which has been cut to the wrong code at your mistake.

7. We will make the reimbursement no later than 14 days after we have received back the goods. Or within 14 days of the confirmation of cancellation if item has not been dispatched.

We will make the reimbursements using the same means of payment as you used for the initial transaction. You will not incur any fees from KeysCutNow as a result of reimbursement.

8. If you have received your keys, you must send back the keys without undue delay. KeysCutNow must receive the returned good within 14 days of your communicated decision to cancel the contract. The deadline is met if you send back the keys before the period of 14 days has expired.

You will have to bear the cost of returning the keys. You will be liable for and diminished value of the keys or goods resulting from their handling. We will deduct any sum from the amount we reimburse you.

### Delivery

9. We will dispatch your goods promptly. You acknowledge that the use of the Royal Mail is the only way we can keep delivery costs to a minimum. We are not responsible for any failures on their part regarding delivery.

If something happens outside our control and affects the estimated date of delivery we will let you know a revised delivery date of the keys. If we cannot deliver your keys within 30 days we will contact you with the option to cancel your

order and collect a full refund.

Delivery of the keys will take place when they are delivered to the designated address. You are responsible for the keys when delivery has taken place - any damage incurred is not the responsibility of us. Keys may be delivered in instalments.

### Payment

10. We accept payments via: Visa, MasterCard, American Express and PayPal. We will do all we can to ensure any information given to us when paying for your good is secure by using an encrypted secure payment method. In the absence of negligence on our part - we will not be legally responsible for any loss that you may suffer if a third party gains unauthorised access to any information you supply.

Your card will only be charged when the goods are ordered, If we cannot supply the good that you ordered - we will initiate a refund as soon as possible and contact you to confirm. All credit card payments must be authorised by the card issuer.

Delivery is charged separately from the price of the key and will be specified in the checkout process.

### Nature of Keys

11. The Consumer Rights Act 2015 gives you statutory rights, for example the goods are of a satisfactory quality; fit for purpose and match the description from our website. We must prove you with goods that comply with your legal rights.

While we try to make sure that what we display on our website is accurate, colours and shapes may vary.

### Faulty Keys

12. If your keys are faulty, please contact us using the above contact details to request repairs; replacements; price reductions or a refund.

### Limit on our responsibility

13. Other than any legal responsibility, we are not responsible for any losses that were not foreseeable to you when the contract was formed; that were not caused by any breach on our part (for example, we will not be liable for losses arising due to the actions of the Royal Mail)

We are not responsible for any business losses. We shall under no circumstances be liable to you, whether in contract, tort, breach of statutory duty or otherwise for any loss of profit or any indirect or consequential loss arising under or in connection with the contract. Our total liability to you in respect of all other losses arising under or in connection with and order you place under the contract, whether the contract, tort, breach or statutory duty, or otherwise shall in no circumstance exceed 200% of the price of the keys in respect of which the liability arises.

### Disputes

14. We aim to resolve any disputes quickly and efficiently. If you are unhappy with the good, our service or any other mater please contact us.

If you and we cannot resolve a dispute using our internal complaint handling procedure, we will let you know that we cannot settle out you.

15. No one other than a party to this contract has any right to enforce any term of this contract