

Terms & Conditions of Use

The Lighting Gallery

These Terms & Conditions (“Terms”) apply to the use of our website and the purchase of products from The Lighting Gallery (“we”, “us”, “our”). By using our website or placing an order, you agree to be bound by these Terms.

Our Privacy Policy (including information about cookies) explains how we collect and use your data and should be read alongside these Terms.

1. About Us

We operate the website [The Lighting Gallery](#) and supply lighting products and related accessories across the UK.

2. Placing an Order

When you place an order, you are making an offer to purchase goods listed in your basket.

- After checkout, you will receive an order confirmation email.
 - A contract is formed only when your order has been accepted and dispatched by us.
 - We reserve the right to refuse or cancel orders before dispatch, for example due to stock issues, pricing errors, or suspected fraud.
 - If an order is cancelled after payment, you will receive a full refund using your original payment method.
-

3. Product Availability

We aim to keep all products in stock and available for immediate dispatch.

- Occasionally, items may become unavailable after ordering.
 - If this happens, we will notify you and offer an alternative, a delay, or a full refund.
 - Stock levels shown online are regularly updated but may change without notice.
-

4. Pricing & Errors

- All prices are shown in GBP (£) and may include or exclude VAT, clearly indicated where applicable.
 - Delivery charges are calculated at checkout unless otherwise stated.
 - We reserve the right to correct pricing errors.
 - If a pricing error is identified, we may cancel the order or contact you to confirm whether you wish to proceed at the correct price.
-

5. Delivery

We offer various delivery options shown at checkout.

- Delivery times are estimates and may vary depending on location and availability.
 - Once goods are delivered to the address provided, responsibility for loss or damage passes to the customer.
 - If delivery is missed or refused, additional charges may apply for re-delivery or return.
 - We are not responsible for delays caused by courier services or external factors beyond our control.
-

6. Installation Services

Where we recommend or introduce installers:

- Installers operate independently of us.
 - We are not responsible for their workmanship, qualifications, insurance, or performance.
 - Any agreement for installation is strictly between you and the installer.
-

7. Product Warranty

Most products come with a manufacturer-backed warranty, the duration of which will be shown on the product page.

Warranty does not cover damage caused by:

- Incorrect installation or misuse

- Use of incompatible voltage or components
- Physical damage or negligence
- Water ingress where products are not rated for it
- Modifications or repairs not authorised by us

Natural wear and minor LED variation over time is considered normal and not a defect.

8. Returns & Cancellation

Consumers

You have the right to cancel your order within 14 days of receiving your goods under UK consumer law.

To cancel, you must notify us by email or phone within this period.

Returned items must be:

- Unused and in original condition
- Returned with all packaging and accessories
- Sent back within the required return timeframe

Exceptions

Returns may not be accepted for:

- Custom-made or cut-to-length products
- Bespoke or personalised items
- Special order products sourced specifically for you

Return postage costs may apply unless the item is faulty.

Faulty Items

If a product is faulty, contact us and we will arrange assessment, repair, replacement, or refund where appropriate.

9. Business Customers

If you are purchasing on behalf of a business:

- The statutory 14-day cancellation rights may not apply.

- Returns are accepted at our discretion unless the product is faulty or agreed otherwise in writing.
-

10. Website Content & Intellectual Property

All content on this website, including images, product descriptions, logos, and design elements, is owned by or licensed to us.

You may not:

- Copy, reproduce, or redistribute content without permission
 - Use our branding or materials for commercial purposes without written consent
-

11. Liability

We take care to ensure product quality and accuracy of information, but:

- We are not liable for indirect or consequential losses such as loss of profit, business interruption, or installation costs.
 - Our liability is limited to the value of goods purchased unless otherwise required by law.
 - Nothing in these Terms excludes liability for death or personal injury caused by negligence, fraud, or any rights you are legally entitled to.
-

12. Changes to Terms

We may update these Terms at any time.

Changes will apply only to orders placed after the updated Terms are published.

13. Governing Law

These Terms are governed by the laws of England and Wales.

Any disputes will be handled exclusively by the courts of England and Wales.