

TERMS & CONDITIONS

Pre-purchase

A site survey should be carried out by a suitably qualified and competent installer to ensure a successful installation by checking the location it will be positioned in, flue/liner requirements and confirm your appliance's suitability.

Preparation

The hearth, walls, chimney and adjacency of other structures (I.e. fitted kitchen units) must be non-combustible or sufficiently far away to conform to current building regulations. The most appropriate flue position must be selected. If the cooker is built into a recess it must be free standing.

All joints must be air tight and air must not be allowed to enter the chimney except through the cooker, allowing access to sweep the chimney. If you are unsure then you should get your chimney checked by a professional, prior to installing a range.

Asbestos should not be used within 2 metres of a range cooker.

Installation

You must arrange for your range to be installed, commissioned and serviced by a competent qualified heating engineer.

Installations of ranges are normally carried out under a "competent person scheme" such as "Gasafe" for gas appliances, "Hetas" for solid fuel appliances, and "Oftec" or "NICEIC" for oil appliances.

It is possible to install solid fuel and oil appliances (not gas) on a DIY basis but **you** or your installer must make a Building Regulations application (**for which there is an additional cost**) to the Local Authority or an "Approved Inspector" prior to commencing the work who then inspect the works for compliance. It is illegal to work on gas appliances unless qualified so DIY installations for these are not allowed.

If your installation is to be carried out by Reconditioned Ranges, with regard to solid fuel, the local authority Building Control Office must be notified by you in accordance with current Building Regulations (England & Wales). For Cornwall Customers please phone 01209 614420 or 01208 265658 between 8.45 and 5.00pm, Monday to Friday for general building control advice and questions. As we sell our ranges nationally and across Europe then you are responsible for contacting and paying the costs incurred by your local building control or using a registered engineer.

If the installation is carried out under a competent person scheme, the body controlling the work (I.e HETAS/OFTEC) will notify the Local Authority of the installation and it is registered on the local council database for public record so you can check.

Customers are advised that for a new installation a new liner is required. If the property is built after 1930 a liner may not be required. We **do not** fit liners.

Servicing

It is essential that once installed your range is regularly serviced by a competent, qualified engineer to ensure that it performs safely and efficiently to ensure that there is not a build-up of toxic fumes.

When burning coke, anthracite, smokeless fuel, logs or peat the flue should be cleaned annually. Chimneys should be swept annually and the soot box checked every 3 months.

Cleaning

Appliances are relatively easy to clean. Brush off the carbonised dust from the main, hot ovens and hotplates after use or use a wire brush on the plain cast-iron components. Every 3 months the hot plate should be removed and the flue way at the top of the oven should be cleaned so soot does not build up.

The vitreous enamel should be wiped of spills as soon as possible, using a slightly damp (NEVER wet) soft cloth or a specific enamel cleaning product. Spillages of acidic products should be wiped immediately as they may stain the front plate and doors.

Polished insulating lids and handrail can be easily cleaned with a damp soapy cloth, followed by a wet cloth, finishing by polishing with a clean dry lint free cloth.

Use a soft filled pad and gentle cream cleanser soap to avoid scratches on the inner linings of oven doors, handrail brackets, side panels and insulating lids and baked on spills on enamel. **DO NOT use 'oven cleaners' or 'Cillit Bang' products.**

If liquids boil over or spill over around the hotplates, disappearing under the top plate they will soon evaporate without causing damage.

Safely remove fluff or dust around the burner door or the flue chamber with a soft brush as it can restrict air supply and cause toxic fumes to build up (similar to a tumble drier filter collecting dust). Never use a vacuum cleaner, when the burner is alight.

Re-enamelling

We offer a bespoke re-enamelling service where stove tops are professionally recoated through recognised UK partners who specialise in enamel coatings. We can remove stove tops and refit them or you can deliver them to our show room. Part exchange is available on a newly reconditioned top on a service exchange basis, there is no cash alternative.

Bespoke Stoves

We aim to complete matt finish ranges within 30 days and enamelled stoves in 6 weeks. Due to the nature of bespoke items these time scales may vary.

Parts

We have reconditioned or new parts available. They can be bought at our showroom or posted to you. Postage will incur an additional charge.

Pricing

Prices are calculated in sterling per item as each range is reconditioned to individual requirements and are exclusive of VAT and delivery.

Payment and Refunds

All purchases will be paid for in full before or on delivery. Payment can be made by Credit Card, Debit Card, Cash, Bankers Cheque or Bank Transfer and require the active consent of the consumer.

We will only cover the basic cost of returning faulty goods even if you opted for enhanced delivery or courier services.

We reserve the right to reduce the amount of money refunded for goods which show evidence of use beyond the handling necessary to see whether the goods are as expected.

For online and other distance or off-premises refunds will be withheld until goods are returned (or evidence of return, for example a proof of posting, is provided).

A refund will be issued by the original method of payment within 14 days of cancellation the receipt of goods (or of evidence of return) when either Reconditioned Ranges receive the goods back, or the consumer provides evidence, such as a proof of posting, of having returned the goods, whichever is the sooner.

Parts, Delivery and Risk

Unless agreed otherwise delivery of goods shall be without undue delay and within 30 days for parts.

If later than agreed and it was essential that parts were delivered on time, or a reasonable delivery time can't be agreed then you have the right to terminate the purchase and receive a full refund. This does not apply to bespoke items.

Parts are delivered via Royal Mail, calculated by weight, and will usually be delivered within 48 hours subject to availability or as agreed with the customer. Delivery will be to the cardholders address unless otherwise agreed.

Parts or Ranges supplied for repair or reconditioning prior to being used are **exempt** from safety requirements

Appliance Delivery and Risk

Unless agreed otherwise delivery of goods shall be without undue delay and within 60 days for a range.

Free local (Cornwall) delivery is included in all range purchases. National and European delivery is via a courier and will incur an additional charge.

If goods are damaged in transit please notify us immediately by telephoning 0808 2255444 or 01209 214774 between 9am and 5pm or email info@reconditionedrangesltd.com with the details.

Reconditioned Ranges Ltd. are responsible for goods condition until they are signed for/received by the consumer, or by someone they have nominated to receive them on their behalf (unless the courier is not one offered or named by the trader as an option when liability is the customers from despatch).

If a consumer has arranged collection or their own delivery they accept full responsibility for safe carriage from the point of collection.

Guarantee

Reconditioned Ranges Ltd. offer 12 month parts and labour guarantee on all refurbished ranges on production of a valid receipt.

Providing that

- Any defect is reported to us within 12 months of purchase/delivery by you
- Full payment has been received at the time of ordering or on delivery
- A valid proof of purchase can be shown

- The appliance is installed by a suitably qualified person
 - Oil fired ranges should be installed by an OFTEC registered engineer, who will complete the necessary completion certificate
 - Solid Fuel ranges should be installed by a HETAS engineer
- AND Local building regulation requirements have been adhered to
- AND the appliance is installed in a suitable location
- AND the appliance has been regularly maintained as per our website T&C's
- No conversions to gas or gas work have occurred after supply
- No parts of the appliance have been tampered with or interfered with
- The correct fuel is used with the appliance
- A 2.5cm minimum air space is left around all sides of the appliance before or after installation, particularly if placed in a fitted kitchen.
- Clothes etc. must not be placed or hung on the appliance as it restricts airflow and can cause Carbon Monoxide to build up
- Extra care must be taken by children & elderly using or near the appliance

This guarantee **covers parts and labour** but **does not cover** serviceable parts subject to fair wear and tear such as fire bricks and grates which will require renewal overtime. This does not affect your statutory rights.

We undertake to repair or replace, free of charge to you, any part found to be faulty within the 12 month period, provided the fault is in our opinion caused by defective material or workmanship, and not by misuse, neglect, accident or normal wear and tear.

In the event of a repair/replacement not being possible a full replacement or partial refund or full refund will be given.

Original and reconditioned parts may have been used on your appliance. These have been sourced responsibly from independent stockists and ourselves.

It is recommended that a Carbon Monoxide alarm is fitted at a suitable distance from the appliance as per the individual manufacturer instructions.

Reconditioned Ranges Ltd Terms and Conditions shall be governed by all aspects in respect of the Laws of England and shall be subject only to the jurisdiction of the English courts.

Cancellation Rights

Tailor-made bespoke reconditioned ranges are exempt from cancellation rights.

The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 apply to all purchases made at a distance.

To protect you, key information and legal rights will be provided on paper unless you agree to take it on some other 'durable medium' like email when you place an order.

We will provide

- A description of the goods or service and include any commitment timescales, on the consumer's part. **For example if you have building work to undertake prior to your range being delivered then this will be your responsibility to inform us and storage costs will be applied at £10 per day if the delivery and or installation is delayed by you.**
- The goods or service total price, or the manner in which the price will be calculated if this can't be determined due to bespoke requirements.
- Confirmation of the contract and if the information wasn't initially provided in a durable form, we will provide it at the point of confirmation.
- The cost of delivery and return cost payment details for items (if you have a right to cancel and change their mind).
- Or make available, a standard cancellation form to make cancelling easy.

The right to cancel an order starts the moment you place your order and ends 14 days from the day you receive it. Or, if multiple goods, 14 days runs from when the final instalment is received. With a further 14 days to actually send the goods back. If you require a part urgently, within 14 days, then you must email info@reconditionedrangesltd.com to confirm you waive your cancellation rights.

If goods are received faulty, don't do what they're supposed to, or don't match the description given, under the Consumer Rights Act you have the same rights to return them after delivery.

Selling your Range to us

Part exchange is available if you decide to buy a newly reconditioned range from us, and the reduction will be deducted from the new purchase. There is a cash alternative depending on the age and condition of your appliance. You will be required to send photos of your old range and we will confirm the price we are prepared to offer in an email. Alternatively a viewing can be arranged locally at your property and we can collect your existing appliance for free or you can deliver them to our show room. Please call us on 01209 214774.

Conversion and Upgrades

Each reconditioned range is purpose built. We can convert to oil or electric. It is the buyers responsibility to ensure the fuel they are requesting is available and suitable for their property. Mistakes will not be refunded.

Qualifications & Trade Membership

We are registered members of The Oil Firing Technical Association (OFTEC) and as such are subject to audit and their code of practice.

Carbon Monoxide

It is recommended that a Carbon Monoxide alarm is fitted at a suitable distance from the appliance as per the individual manufacturer instructions.

To comply with building regulations if we are installing the first solid fuel heating system into a property we will ensure the effective installation of a carbon monoxide alarm (**at additional cost**)

Legal Requirements

Reconditioned Ranges Ltd. registered office is The Old Surgery, St Columb, Cornwall, TR9 6AE. Our company registration number is 06929520 - Incorporated on 10 June 2009.

Safety

For the purpose of complying with safety regulations we are **Producers** who repair and/or recondition ranges and acknowledge our activities may affect the safety of a product. We take responsibility to only place safe goods on the market and supply warnings to use safely.

Under the General Product Safety Regulations we take every care to ensure all products supplied and intended for or likely to be used by consumers under normal or reasonably foreseeable conditions are safe and without risk to health when properly used and installed. Whether new, used or reconditioned and includes products supplied in the context of providing a service.(Ie holiday lets)

Under normal or reasonably foreseeable conditions of use including duration, and where applicable, putting into service (second-hand ranges) installation and maintenance requirements our products do not present any risk, or only the minimum risks compatible with the products use, considered to be acceptable and consistent with a high level of protection for the safety and health of persons

Relevant information shall be provided to enable consumers to assess the risks inherent in a product which may not be immediately obvious to the user including

- Suitable packaging will accompany your purchase
- Clear instructions and warnings about maintenance, use and disposal will be provided and are available in our website T&C's
- Particular hazards will be highlighted, (I.e. CO alarm and competent installation in a suitable location).
- When using appliances children and the elderly are considered a particular risk. A fire guard, keeping the area clear of combustible materials and trip hazards and regular cleaning and maintenance will help to minimise risk.

General Safety Requirement

Reconditioned Ranges shall not

- Offer to place/supply, agree to place/supply, expose for placing/supply, possess for placing/supply or place on the market/supply products, unless they are safe products

We will keep our website updated to keep you informed of the risks which might be present.

We will monitor and investigate complaints.

Website Usage

By using this website you agree to be bound by the following T&C's of use. You acknowledge that information and materials may contain inaccuracies or errors and we expressly exclude liability for any such inaccuracies or errors to the fullest extent

permitted by law. It shall be your own responsibility to ensure that any products, services or information available through this website meet your specific requirements.

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