

## TERMS AND CONDITIONS

### 1. USE OF DESIGN-RADIATOR.CO.UK

1.1 These Terms and Conditions apply to all purchases made from Senia Group, trading as *design-radiator.co.uk* (Senia G Ltd, Company Number: 9927154, VAT Number: 256 6136 94). The products sold via *design-radiator.co.uk* are manufactured individually and made to order according to the size, finish and colour specifications selected by the customer. By accessing this website and/or placing an order, you agree to be bound by these Terms and Conditions and all policies referred to within them. Nothing in these Terms affects your statutory rights as a consumer under UK law. Please read these Terms carefully before placing an order.

1.2 We reserve the right to amend these Terms and Conditions at any time. The version applicable to your purchase will be the version in force at the time your order is placed.

### 2. CONTRACT FORMATION AND PAYMENT

2.1 After placing an order, you will receive an automated email confirming receipt of your order and payment. This confirmation does not constitute acceptance of your order or form a binding contract.

2.2 An order constitutes an offer to purchase goods. A legally binding contract is formed only when we send you a separate order acceptance email, usually within three working days. We reserve the right to decline any order at our discretion.

2.3 All prices are displayed in Pounds Sterling (£) and include VAT unless otherwise stated.

2.4 Payment is required in full at the time of ordering. We are unable to process or dispatch orders until payment has been received and cleared.

2.5 Whilst we make every effort to ensure pricing accuracy, errors may occasionally occur. If we are unable to accept your order at the stated price, we will notify you by email and offer you the option to proceed at the correct price or cancel your order. If payment has already been made and you choose to cancel, a full refund will be issued.

### 3. DELIVERY AND INSPECTION

3.1 Delivery charges, lead times and conditions are clearly set out in the Purchasing & Delivery section of the website.

3.2 Free delivery applies to GB mainland addresses only. Additional delivery charges apply to Highlands and Islands, Northern Ireland, the Channel Islands, the Republic of Ireland and other destinations as specified on the website.

3.3 Goods will be delivered to the address provided at checkout. Please ensure all delivery details are accurate. Changes requested after dispatch may incur additional charges.

3.4 Where an order includes products with differing lead times, the longest lead time will apply to the entire order.

3.5 Delivery takes place Monday to Friday between 8:00 am and 5:00 pm. Specific delivery times cannot be guaranteed. Delivery is kerbside only. For insurance reasons, delivery drivers are not permitted to carry goods beyond the delivery point or into properties. You must ensure that sufficient assistance is available to move the goods safely. Deliveries will be made to the nearest accessible point. Please inform us in advance of any access restrictions.

3.6 If delivery is attempted and no one is available to accept the goods, additional delivery charges may apply or collection may be required from the carrier's depot.

3.7 Please inspect all goods upon delivery before signing. Any visible damage must be noted on the delivery documentation. Photographic evidence should be retained.

3.8 All goods must be checked as soon as reasonably possible, ideally within 24 hours of receipt. Any damage, faults or missing items must be reported within this timeframe. Failure to notify us promptly may affect your ability to make a claim.

3.9 Do not install damaged goods. Installation constitutes acceptance.

3.10 We strongly recommend that installers or contractors are not booked until goods have been delivered and inspected. We accept no liability for third-party costs arising from delayed or damaged deliveries.

3.11 Delivery dates are estimates only. We are not liable for delays beyond our reasonable control.

#### 4. CANCELLATION AND AMENDMENTS

4.1 All radiators are bespoke, made-to-order products manufactured to the customer's specification. As such, the statutory right to cancel does not apply once production has commenced, in accordance with the Consumer Contracts Regulations.

4.2 Colours may appear differently depending on screen settings. Orders for bespoke products, including custom colour finishes, cannot be cancelled once acknowledged.

4.3 We reserve the right to cancel an order if: delivery to the specified address is not possible; a pricing or product description error has occurred; the manufacturer is unable to supply the product.

4.4 If an order is cancelled by us, any payment received will be refunded within 30 days.

4.5 Order amendments may be requested within three days of order placement, subject to production status.

4.6 Any amendments may affect price and delivery times. Revised terms will be confirmed by email. You may decline the amended terms, in which case the original order will stand where possible.

#### 5. WARRANTY

5.1 All radiators are covered by the manufacturer's warranty, details of which are provided on the product page.

5.2 In the event of a defect, we will liaise with the manufacturer regarding repair or replacement.

5.3 You are responsible for the safe removal, packaging and reinstallation of the product. We will arrange transport of the defective product to and from the manufacturer as part of the warranty process.

5.4 Warranty periods are not extended by repair or replacement.

5.5 Warranty claims must be reported promptly upon discovery.

5.6 Unauthorised repairs or modifications void the warranty.

5.7 The warranty excludes damage caused by misuse, incorrect installation, corrosion, unsuitable heating media, or environmental factors.

5.8 Heat output complaints may require site inspection under appropriate conditions.

## 6. LIABILITY

6.1 Nothing in these Terms excludes or limits liability for death or personal injury caused by negligence.

6.2 We are only liable for losses that are a foreseeable result of a breach of contract.

6.3 Our total liability shall not exceed the value of the goods supplied.

6.4 You are responsible for ensuring compliance with all applicable regulations and that installation is carried out by suitably qualified professionals.

## 7. GOVERNING LAW

7.1 These Terms and Conditions and any dispute or claim arising out of or in connection with them shall be governed by and construed in accordance with the laws of England and Wales.

7.2 The courts of England and Wales shall have exclusive jurisdiction to settle any such dispute or claim.

If you have any questions regarding these Terms, please contact us at: [info@design-radiator.co.uk](mailto:info@design-radiator.co.uk)

## APPENDIX

### SAFETY NOTICE

To reduce the risk of injury, damage or malfunction, please observe the following safety instructions at all times.

#### INSTALLATION AND MAINTENANCE OF RADIATORS

All radiators must be installed and maintained by a suitably qualified and competent professional, who provides a legal guarantee for the work carried out and holds appropriate insurance.

Radiators must only be installed using the fixings and accessories supplied or specified by the manufacturer.

Radiators must be securely fixed to the wall. Due to their weight, incorrectly installed radiators may detach, causing serious injury or significant property damage.

Radiators may only be installed on walls capable of supporting their weight. Lightweight or plasterboard walls must be professionally reinforced prior to installation.

Radiators must be used strictly for their intended purpose.

Radiator brackets are designed solely to support the weight of the radiator. Do not hang additional items on the radiator, or lean, sit or stand on it at any time.

Do not install radiators behind or beneath furniture or other obstructions that may restrict airflow.

Avoid impact from hard or sharp objects, as mechanical force may damage the radiator.

If any damage, cracking or structural fault is detected, switch off the heating immediately. For electric or dual fuel models, disconnect the unit from the power supply.

## HOT WATER RADIATORS

Faulty or damaged hot water radiators may leak hot water and cause serious burn injuries. If contact with a hot radiator is unavoidable, proceed with extreme caution and allow the unit to cool whenever possible.

## ELECTRIC AND DUAL FUEL RADIATORS

Electric and dual fuel radiators must be handled with the same level of care as any other electrical household appliance.

Ensure that power cables remain intact and do not come into contact with hot surfaces.

In rooms containing running water, electric and dual fuel radiators must only be installed within areas permitted by the applicable IP rating and in full accordance with current UK Wiring Regulations (BS 7671).

Each electric or dual fuel radiator is supplied with an IP Code and zone diagram. The IP Code (International Protection Marking, IEC standard 60529) defines the level of protection against contact, dust and water ingress.

## GLASS AND MIRROR RADIATORS

Glass and mirror radiators are manufactured using toughened safety glass that complies with EU standards. While significantly stronger than standard glass, it is not unbreakable and must be handled with care.

In the unlikely event of breakage, the glass is designed to fragment into small pieces, reducing the risk of serious injury.

Avoid impact from hard or sharp objects that could damage the glass or mirror surface.

Extreme temperature shocks should be avoided during installation. Ensure the radiator has reached ambient room temperature before mounting.

## CHILD SAFETY

Unless the heating temperature is set to a low level, children must be supervised at all times when near a radiator. Due to thinner skin and a larger surface area relative to body size, children are more susceptible to burn injuries.

Some radiator models may feature sharp edges. Where children are present, only radiators with rounded edges should be installed.

Keep children away from electrical cords on electric or dual fuel radiators. Concealed wiring or approved cable covers are strongly recommended.

For areas used primarily by children, such as nurseries or children's rooms, we recommend the use of thermostatic radiator valves (TRVs) or Low Surface Temperature (LST) settings to limit surface temperature and reduce the risk of burns.