

TERMS AND CONDITIONS

1. Minimum order value: £30.00 nett invoice value (or nearest inner pack quantity)
2. All items in the price list excluding VAT. Will be charged at the current rate.
3. Payment methods:
 - Bank transfer
 - Cheques
4. Settlement terms

Nett 30 days from date of supply (nett 60 days for established accounts). If we have not traded with you before, it may be necessary to issue a proforma invoice until such time as a Credit Account can be established on the above terms.

5. Funonovo Limited reserves the right to charge overdue accounts with a monthly interest penalty equivalent to 2% (per month or part thereof) on the overdue balance. This rate will be subject to variation.
6. Funonovo Limited reserves the right to recover from you all costs incurred in the recovery of any overdue account balance. These costs and fees, court and execution fees, and any recovery agent commission, fees and expenses.
7. Orders over £350.00 nett value – delivery free of charge (orders of lesser value and special orders are subject to postage/ carriage charges)* Offer applies for UK mainland Only.
8. All orders must be confirmed (signed facsimile copy of the order or telephone verbal confirmation) prior will be processed.
9. Claims

For damage, shortage or non delivery must be made at the point of delivery by indicating the discrepancies on the delivery note or in writing to us within 7 days of receipt of invoice, otherwise they cannot be considered.

10. Guarantee

Soft goods , coffin furniture, urns and other accessories are subject to 12 months manufacturer guarantee.

The guarantee, however, will only cover a defect or fault that arises in this period of time under normal usage and if the goods have been stored in a clean dry storage area. Funonovo Limited accepts no liability for any damage, injury or loss arising from its failure other than the replacement cost of the original product supplied by the Company.

11. Returns Policy

You are entitled to cancel your order and return the goods within 7 working days for a full refund. Do this by contacting us by email or telephone and quoting the order number supplied to you. Your refund will be paid within 30 days. You are responsible for the cost and risk of loss or damage when returning the goods, so you should take out enough postal insurance to cover their value. This cancellation policy does not affect your rights when we are at fault - for example, if goods are faulty or misdescribed.

12. Funonovo Limited reserves the right to alter our prices without prior notification and all orders will be accepted at the price ruling at the time of dispatch.

13. Data protection.

Your personally identifiable information will be held and used by us in accordance with this Privacy Policy and UK data protection legislation. You have a right to access the personally identifiable information that is held about you. To obtain a copy of the personally identifiable information Funonovo Limited holds please contact us.

14. Password and log in information may not be passed to 3rd parties.

15. E-shop security.

No security system, or system of transmitting data over the internet, can be guaranteed to be 100 per cent secure. As a result, while we strive to protect your personally identifiable information, we cannot guarantee the security of our servers, the means by which information is transmitted between your computer and our servers, or any information provided to us or to any third party through or in connection with the Funonovo Limited website. You provide all such information at your own risk.

16. Links to other websites.

Where we provide links to third party web sites (whether or not they are affiliated with Funonovo Limited and even if Funonovo Limited branding appears on these sites), such sites are not controlled by us and are not covered by this Terms and Conditions. These links are provided for your convenience only. If you access these sites by using the links provided, the operators of these sites may collect information from you which will be used by them in accordance with their privacy policy. Although where possible we endeavour to ensure that the site operators abide by our Terms and Conditions, we cannot guarantee that they will and you are advised to check the privacy policy of such third parties before providing information to them.

17. By using the Funonovo Limited website, you confirm your agreement to the Terms and Conditions, incorporated herein by this reference. If you do not agree to this Privacy Policy, please do not use the Funonovo Limited website and do not register for any of the Services. Subject to the provisions above regarding material changes to this Terms and Conditions, which we will notify you of, we may change this Terms and Conditions from time to time without notice (including, without limitation, on the introduction of new services to our users which affect our privacy practices). Any such change will take effect once the revised Terms and Conditions are available on the home page. You will be bound by any such changes to the Terms and Conditions.

