

# Elektrostore

## TERMS AND CONDITIONS

*Last amended on 17 January 2025.*

### **PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY.**

#### **1. Ordering**

- 1.1** These Terms and Conditions govern the supply of goods sold by Ekorad UK Limited (trading as The Elektrostore) (“we” and “us”) to the customer (“you”).
- 1.2** We retain title in the goods until all outstanding balances are paid in full. Risk in the goods passes to you on delivery or where we install, upon installation.
- 1.3** Due to data protection, if you want us to discuss the order with a third party on your behalf, we will require your permission.
- 1.4** Product sizes are prescribed based on property requirements. Unless you say otherwise, we will assume you are aware and happy with all aspects of the order.
- 1.5** You may incur charges, or we may terminate the contract if you do not supply us with the information required, permit us to carry out the contract or breach this contract.
- 1.6** All orders placed by you and purchases of goods from us (whether by telephone, via our website or by such other means as we may permit) are on the basis of these Terms and Conditions. We reserve the right to accept or reject an order at our discretion and we will advise you if we are unable to fulfil your order.
- 1.7** Changes or discontinuation/withdrawal of products may occur, where this occurs and we terminate the contract, we are only liable to refund any monies paid.
- 1.8** We may after the date of this contract make reasonable changes to the specification of any goods/ services where required to ensure compliance with any applicable law or code of practice.
- 1.9** All descriptions/illustrations etc contained in any catalogue/advertisement are intended to provide a general idea of the works only.
- 1.10** We do not sell our products based on their EPC rating, and we are not liable for any change, or lack thereof, to a property’s EPC rating.
- 1.11** We reserve the right to outsource any part of this contract and any of its business functions relating to you, to third parties.
- 1.12** On our website, you may place an order to purchase a product advertised for sale by following the onscreen instructions. You acknowledge that it is your responsibility to check that you are ordering the correct product.
- 1.13** The Order constitutes your offer to purchase the Goods in accordance with these Conditions. You are responsible for ensuring that the terms of the Order and any applicable Specification are complete and accurate.
- 1.14** All orders placed by you and the purchase of goods by you from us are subject to acceptance by us as set out in clause 1.6. We may choose not to accept your order or purchase for any reason and will not be liable to you or anyone else in such circumstances.

**1.15** By placing an order with us, you agree that we will need to provide services to you prior to the commencement of your cancellation period and that therefore such services will still be chargeable even where you cancel before or within your cancellation period.

**1.16** Where we accept your order, at which point and on which date the Contract shall come into existence, we have a legal duty to supply goods that are in conformity with these Terms and Conditions.

## **2. Price & Payment**

**2.1.** The price payable for the goods by you is either: (i) set out on our website; (ii) given to you by telephone; or (iii) given to you by email, or if no price is quoted, the price set out in our published price list in force as at the date of delivery plus any charges for delivery as advised to you. All prices include the applicable VAT rate unless otherwise stated.

**2.2.** We reserve the right to change the price of the goods at any time and if we do, we will confirm any such change in price with you prior to our acceptance of your order or purchase.

**2.3.** Sometimes, we offer goods that attract a promotional price. In order to benefit from the promotion, you must quote the relevant promotion code (if applicable) otherwise you may be charged the full price.

**2.4.** Where an error occurs and the goods are incorrectly priced or described, we will not be obliged to supply the goods at the incorrect price or in accordance with the incorrect description. We reserve the right to correct any errors. In this event and where an order has been placed and it becomes known that the price or description is incorrect, we may, at our sole discretion, either cancel your order and refund the price paid or contact you and ask you whether you wish to continue with the order at the correct price and/or description. If we are not able to contact you or you do not wish to agree, we will cancel your order and refund the price paid.

**2.5.** Unless we agree otherwise in writing, we must receive payment in full for the goods ordered prior to delivery. For the avoidance of doubt, this includes any delivery charges not included in the price of the goods and any other applicable charges that are notified to you.

**2.6.** Payment can be made using a credit or debit card and you will be required to input these details on the "checkout" page of our website or provide such details to us over the telephone.

**2.7.** By using a credit/debit card to make your purchase, you confirm that the card being used is yours or that you have authority to use it.

**2.8.** All credit/debit card holders are subject to validation checks and authorisation by the card issuer.

**2.9.** We also accept payment by Klarna's "Pay Later in 30 days" and "Pay in 3 interest-free instalments" payment options. Further information and Klarna's user terms you can find [here](#), and general information about Klarna can be found [here](#).

**2.10.** Any order placed using Klarna's "Pay Later in 30 days" or "Pay in 3 interest-free instalments" payment options will be charged in accordance with Klarna's user terms, which you can find [here](#).

**2.11.** Please spend responsibly. We act as an introducer and not a lender of unregulated credit products provided by Klarna.

**2.12.** Klarna is only available to permanent UK residents aged 18+, subject to status, terms and conditions apply. Payments will be made directly to Klarna and must be repaid in line with the relevant product terms.

**2.13.** Pay Later products (Pay in 3 instalments and Pay in 30 days) are not regulated credit agreements and Klarna is not subject to supervision by the Financial Conduct Authority when it offers these products.

**2.14.** Before you can use a Pay Later product, Klarna will perform a soft credit check - this initial search will not affect your credit rating and the check is not visible to other lenders.

**2.15.** Borrowing beyond your means could seriously affect your financial status, ensure you can afford to make your repayments on time by their due date. Visit Klarna for more.

- 2.16. If you are a trade customer, you are responsible for all orders placed by your employees, agents or representatives.
- 2.17. If you are a trade customer, you may not withhold payment of any invoice or other amount due to us by reason of any set-off or counterclaim, which you have or allege to have.
- 2.18. We shall be entitled, at all times, to set-off any debt or claim we may have against you against any sums due from us to you.
- 2.19. The format of our invoice and statements (of any kind) to you will be solely dictated by us.
- 2.20. We may, by giving notice to you at any time before delivery, increase the price of the Goods to reflect any increase in the cost of the Goods that is due to:
  - 2.20.1. any factor beyond our control (including foreign exchange fluctuations, increases in taxes and duties, and increases in labour, materials and other manufacturing costs);
  - 2.20.2. any request by you to change the delivery date(s), quantities or types of Goods ordered, or the Specification; or
  - 2.20.3. any delay caused by any of your instructions or your failure to give us adequate or accurate information or instructions.
- 2.21. We reserve the right to charge daily interest on outstanding balances from the date sums are due, calculated at 8% per year.
- 2.22. We reserve the right to make charges of £25 for each instance of missed or late payment if payment is not made by the agreed due dates.

### **3. Delivery & Title**

- 3.1. Unless otherwise specified and agreed in writing, we will aim to deliver the goods in accordance with your order usually within the stated delivery time (except in exceptional circumstances).
- 3.2. We reserve the right to deliver in instalments by separate delivery shipments.
  - 3.2.1. each delivery of the Goods may be accompanied by a delivery note that shows the date of the Order, the contract number or all relevant reference numbers, the type and quantity of the Goods (including the code number of the Goods, where applicable), special storage instructions (if any) and, if the Goods are being delivered by instalments, the outstanding balance of Goods remaining to be delivered.
- 3.3. Where we offer a next working day delivery service, orders must be placed by 12 pm Monday-Friday to be delivered the next working day. If an order is placed on a weekend or on a public holiday, the goods will be dispatched on the next working day.
- 3.4. For reasons of health and safety and to avoid property damage, goods can only be delivered to the ground floor location of the delivery address. It is your responsibility to make your own arrangements from thereon.
- 3.5. We reserve the right to deliver goods to the doorstep without entering the property if we determine at our sole discretion that doing so is necessary to avoid property damage or for health and safety reasons. From that point, it is your responsibility to make further arrangements.
- 3.6. Before placing your order, you should refer to the delivery options set out on our website or otherwise advised to you, to check that we can deliver to your address and geographical area.
- 3.7. A valid signature may be required on delivery, and it is your responsibility to ensure that you have signed it.
- 3.8. In the unlikely event that you have not received the goods within the stated delivery time, you must notify us immediately. You are advised by us that you should not schedule or commence any installation work until after you have received your order and have checked that the goods are suitable for your purposes, and do not have any defects or missing parts.
- 3.9. It is your responsibility to ensure that the delivery can take place on the date and time agreed upon. If delivery fails as a result of circumstances within your control, the cost of any re-delivery shall be borne by you. If we are unable to arrange a re-delivery date, we may cancel your order and refund you the price that you have paid for the goods, less any charges we have incurred as a result of your failure to accept delivery on the agreed date.

**3.10.** Upon delivery of the goods, the risk in the goods passes to you. Title in the goods remains ours until the goods are paid for in full and where other sums are payable to us, they are paid to us.

#### **4. Collection**

**4.1.** Store collections will be agreed upon by us on a case-by-case basis. Suitable collection slots will be provided to you.

**4.2.** Collections are only available from Monday-Friday 09:00 – 16:30.

#### **5. Availability of goods**

**5.1.** Any goods advertised are subject to availability. While we aim to hold sufficient stock levels to meet all orders, if we have insufficient stock to supply or deliver and you have already paid, we will attempt to contact you to ask how you wish to proceed. We may, in accordance with clause 3.2, deliver any part of your order that is available.

**5.2.** Where goods are out of stock and this is not reflected on our website in time, we will refund you the price paid for the same, within 14 days where possible.

**5.3.** Depending on the popularity of certain goods and subject to market conditions at the time, we may restrict the limit of sales that can be made by any one entity, corporate or consumer. Any such limitations will be notified to you prior to dispatch.

#### **6. Installation**

**6.1.** Please fully inspect the product(s) within 24 hours of delivery and certainly before installation. Once installed, no claim for damage will be accepted. All sizes quoted or published are approximate and for guidance only. Pipe centres in particular are estimates, please check the allowance with your valve supplier. We do not recommend pre installation of pipe work without confirming the pipe centres with the manufacturer.

**6.2.** We provide installation services only for certain products. We reserve the right to decline installation services. Please check the product description on our website to see if installation is available for your product.

**6.3.** You must check the location of the product(s) before installation to ensure you are satisfied.

**6.4.** Electrical work may be altered by us at installation for efficient functioning of the product(s).

**6.5.** If necessary, we have the right to relocate the product(s) to improve efficiency.

**6.6.** Removal of existing products is a service we may provide at our discretion and where we elect to do so, we do not make good walls or accept responsibility for damage visible after removal of products. Any holes left will be filled, but we will not be liable for redecorating.

**6.7.** We do not remove oil tanks, LPG tanks, existing water storage tanks, or make good flues. Any flues left in situ will be sealed but not removed.

**6.8.** We do not remove any product containing asbestos and so you must advise us of the location of any asbestos or asbestos-type material that can be found on the premises that affect our ability to safely install your order.

**6.9.** If we cannot wall mount heaters due to wall condition, we may install on feet/castors for stability & safety.

**6.10.** The installation site should be clear and free from any obstruction prior to installation. It is your responsibility, and you agree to move anything that may impede our installers during installation. This includes, but is not limited to, personal belongings, furniture, appliances, or existing fittings. If the installation site is inaccessible, the installation may be aborted, and you may be liable for our costs.

**6.11.** We are not liable for damage caused to your property or the contents thereof during installation provided such damage is not by reason of our negligence. In cases of damage where we admit liability, we are not under an obligation to replace but if we elect to do so, we replace with similar product where viable to do so. Any replacement is subject always to an attempt at repair first. We can only assess liability if provided with photographic evidence & supporting reports. You are required to inspect for damage after installation and before signing checklist to agree there

is no damage.

- 6.12.** We are not responsible for redecorating after installation.
- 6.13.** If necessary for the installation and at our discretion, lifting of carpets/flooring may be carried out by our installers. We cannot accept responsibility for carpets put back not as originally fitted.
- 6.14.** To cancel or re-book an install, 48-hour notice is required. If no such notice is given, you will be subject to a re-scheduling charge.
- 6.15.** All existing heaters to be removed must be switched off 24 hours before install; if this is not done, we may have to re-book install and you may be subject to charges.
- 6.16.** Install times may vary depending on circumstances on the day. We are not liable for losses/claims of compensation.
- 6.17.** We reserve the right to change the date of your install if necessary.
- 6.18.** Our product(s) may require the use of a 24-hour live electrical feed and we may perform a conversion to 24-hour supply at the point of installation to ensure effective functioning of our product(s).
- 6.19.** We do not rewire/upgrade fuse boards unless agreed beforehand & charged for. Additional wiring is surface mounted covered with trunking; we do not chase wires into walls. You are aware and agree that extra cable may be required to complete the installation and you shall be responsible for the cost of the additional cable.
- 6.20.** We are not responsible for upgrading a property's electricity supply or meters. In the event that we offer to assist you with upgrading a property's electricity supply, we are not liable for any costs or issues that may arise in relation to upgrading a property's electricity supply.
- 6.21.** You shall ensure that your property has an adequate power supply for the ordered goods. We are not liable for any issues arising from an insufficient power supply, and such issues will not be covered under any warranties provided by this contract.
- 6.22.** We are not responsible for existing pipe work, plumbing fixings, plumbing appliances, and fittings such as taps, underfloor pipework or pipe work within walls or similar, following our installation.
- 6.23.** We reserve the right to change or amend the original order in line with findings at installation.
- 6.24.** We are not obliged to carry out a flush of any existing radiators and cannot be responsible for their condition. If we carry out a flush we do so at our discretion and the type of flush required will be decided by us. For the avoidance of doubt there is no obligation that any flush carried out must be a power flush.
- 6.25.** We will not install a product that provides domestic hot water into a property with a power shower. This includes, but is not limited to, an elektro electric boiler, Thermino and Aquafficient Hot Water. If you have a power shower at the point of order, you agree that you are responsible for changing this to either a mixer or electric in preparation for your installation. You agree that if this is not done, we will disconnect the existing power shower during installation to prevent any further issues.
- 6.26.** In the event that we offer to assist you with removing the power shower and replacing it with a mixer or electric shower and reconfigure the existing pipework, we are not liable for any costs or issues that may arise in relation to the installation process. You agree that we will not be held responsible for any damage to the tiles or walls during this process. Additionally, we will not re-tile or make good the installation area after the installation is complete.
- 6.27.** Where we install a product in a loft, you agree that you will ensure that the loft is boarded from the loft hatch, to and including the installation location of the new system. If you are unable to board the loft yourself, you agree to pay us a loft boarding fee of at least £300 + VAT, or any other amount specified by us, for boarding the loft.
- 6.28.** Installation or other services may be carried out by our sub-contractors at our discretion.

## **7. Warranty**

- 7.1.** Some of our goods are sold with a warranty or other similar assurance which is provided and maintained by the manufacturer of the specified goods. You should refer to the relevant product description on our website for the warranty length and policies as provided by the manufacturers.
- 7.2.** The manufacturer(s) may offer a parts-only warranty across all products where a warranty is given. For the avoidance of doubt, labour and service is excluded.
- 7.3.** Any complaint, query or claim under a warranty should be made directly to us in the first instance. Where we are the manufacturer, we will take the action that we consider necessary, viewing matters reasonably in the circumstances. Where we are not the manufacturer, we may refer you directly to the Manufacturer as we will not accept liability or responsibility.
- 7.4.** We are not liable for any manufacturer's warranty on products we did not manufacture or guarantee. Our role is solely to act as a liaison between you and the manufacturer initially.
- 7.5.** In the event your statutory rights overlap with the contractual rights set out herein, your statutory and legal rights will take precedence. For the avoidance of doubt, once your statutory rights expire, any service you request from us may be chargeable.
- 7.6.** Some products may be eligible for an extended warranty based on the manufacturer's warranty policy. Notwithstanding, you must register your warranty with the manufacturer within 14 days of delivery to benefit from the warranty. Please contact us for more information or to register for the warranty if we are the manufacturer.
- 7.7.** Warranties commence from the date of delivery and only where the balance is paid in accordance with method and terms of payment. For the avoidance of doubt, if you default on payment, all warranties will cease to apply and if you remedy this by making payment, the warranty will only apply from the date payment is made as required not the date of delivery (and the period during which payment was not made will remain uncovered under the warranty).
- 7.8.** Cosmetic defects, ordinary wear and tear, failure to observe installation/ operating/maintenance instructions, buyer's abuse, improper use or neglect and unauthorised modifications are excluded from all warranties that we offer ("**Warranty Exclusions**").
- 7.9.** You understand that due to thermal expansion, a product(s) may make a noise as the metal heats and cools, and that this is normal and therefore not a reason to reject the product.
- 7.10.** Work carried out to the product without the manufacturer or our pre-obtained consent in writing will render warranties void.
- 7.11.** Where we are the manufacturer or authorized by the manufacture to act on their behalf in this regard;
- 7.11.1.** we may elect to repair first before we replace under all warranties that we offer in these terms and conditions. You will be required to use telephone assistance in the first instance.
- 7.11.2.** Warranties will be void if products are moved from the location they were specified for in the case of supply only and installed where installed by us.
- 7.11.3.** Warranties may be transferred on sale of the property provided that the new owner registers this with us.
- 7.11.4.** Any repair or replacement, whether full or of a part, carried out under the terms of our warranties does not extend the warranty beyond its original period.
- 7.11.5.** We reserve the right to carry out all initial technical assistance and fault diagnosis and remedy via our telephone technical support in the first instance.
- 7.11.6.** In the event your statutory rights overlap with the contractual rights set out herein, your statutory and legal rights will take precedence. For the avoidance of doubt, once your statutory rights expire, any service you request from us may be chargeable.
- 7.11.7.** In relation to plugs, spurs and sockets that we install relating to any of our products,

these have a 1-year warranty. Pipework and external plumbing components installed by us and connected to a product installed by us have a 1-year warranty, unless listed differently in the relevant section of these terms and conditions for that product.

**7.11.8.** All our product warranties refer to the physical product only and do not include service/labour which is chargeable currently at the rate of £270 + VAT (although subject to general cost increase from time to time).

**7.11.9.** The workmanship guarantee period for the installation services shall be 6 months from completion of the installation service. This Workmanship Guarantee will only apply: if the claim is relating to the installation directly, if the product has been installed by us and has been properly used and maintained throughout the guarantee period, if you have informed us of the alleged defect within the guarantee period and within a reasonable period of discovery.

**7.11.10.** To cancel or re-book a service call visit, 48-hour notice is required. If no such notice is given, you will be subject to a re-scheduling charge.

**7.11.11.** Where your order is supply only, we are not liable for any issue caused as a result of installation and the same is excluded from any warranty.

**7.12.** These general terms on warranties apply to all our products we manufacture or authorized to repair or replace by its manufacturer.

## **8. PRODUCT USE**

**8.1.** Energy tariff used by the customer is not our responsibility. It is the responsibility of the customer to contact their energy supplier to ensure they are on the correct tariff based on their usage. You confirm that you are aware that the HeatCore heaters use standard 24-hour tariffs and that the heaters are not night storage heaters.

**8.2.** You agree that we have not advised you and we are not liable for the consumption/running cost of the product/s as we are unable to do so since such depend on external factors out of our control such as energy provider, tariff, property type & customer use/ lifestyle. You should be aware that electricity per unit is a more expensive fuel than others such as gas/oil etc and so if moving from other fuels to electricity you may experience an increase in running cost.

**8.3.** You agree that we have not provided any performance guarantees for the products sold on this site. Such guarantees can only be offered by the manufacturer, and we are not liable if the products do not meet the expected performance as per the manufacturer's policy.

**8.4.** Daily operating instructions, programming of thermostat & changing of batteries every year is your responsibility. This does not fall within the scope of service calls or under the warranty and we reserve the right to refuse service calls for any reason other than for fault of product. If we agree to a service call for these reasons, they will be charged.

**8.5.** Products that are sold in conjunction to work together, such as with our hybrid solutions, must be used together and not in isolation or warranties will be void.

**8.6.** All products are sized and specified specifically for the rooms and location intended and must not be used in other rooms or locations. You agree that you are happy with the colour, size, and position of the products ordered.

**8.7.** Efficiency of products only applies if operated according to our instructions. The efficiency of any of our products is based on but not limited to property insulation, temperature control, mode of use, air exchanges within the property & thermostat programme.

**8.8.** Do not cover/obstruct/paint any of the products.

**8.9.** You are aware and agree that features such as open chimneys, vents, and wood burning stoves will cause heat loss and may affect the performance of the heating system, and that doors must be kept closed for maximum efficiency.

**8.10.** You understand that an electric boiler may cause vibrations or noise, and this is therefore not

reason to reject the product.

- 8.11. You understand that the Hot Water products, Air Source may cause vibrations or noise, and this is therefore not reason to reject the product.
- 8.12. You understand that there is a certain noise level attached to having a heat pump and this is therefore not reason to reject the product.

## **9. Cancellations**

- 9.1. You may cancel your order and return the goods purchased to us by giving us notice of cancellation within 14 days of the date of delivery or installation where we provide installation service for the goods. If you cancel during these 14 days period (or before) you will receive a refund of the contract price minus costs incurred for any services which have already been provided.
- 9.2. You will lose your right to cancel after the expiry of the 14-day period referred to in clause 9.1.
- 9.3. To exercise your right to cancel, you may inform us using any reasonable means such as by email or telephone. Cancellation is deemed notified when your communication is received by us (or on the next working day if not a working day).
- 9.4. Where you have received the goods and you cancel within the 14-day period referred to in clause 9.1, you must return the goods to us in the original condition together with the original packaging at your cost without undue delay and in any event within 14 days after the day of cancellation.
- 9.5. Following cancellation, subject to clause 9.6, we will refund you the price paid for the cancelled order less any cost of damage, wear, tear and repackaging if the goods are not returned in the original packaging. We will not refund any delivery cost when you cancel your entire order. Any refund under clause 9.5 will be processed within 14 days after we have received return of the goods subject to clause 9.4.
- 9.6. We will refund you using the same means of payment that you used to pay for your order. However, any refunds other than under clause 9.5 will be processed within 14 days from date we agree to refund.
- 9.7. Any goods that are returned will be inspected and we reserve the right to make a deduction from the amount of the refund for loss in value of the goods returned where the goods show signs of unreasonable use (damage, wear and tear). For the purpose of this clause, unreasonable use means handling the goods in a way beyond what is necessary to establish the nature, characteristics and functioning of the goods.

## **10. Faulty or Damaged Goods**

- 10.1. Where goods are reported as faulty, we will conduct our own analysis of the fault complained of and make our own determination, viewing matters reasonably.
- 10.2. If we agree the product is faulty following a reasonable investigation of the fault complained of, we will meet the cost of return delivery, but we ask that you allow us to nominate the carrier. In the event that you nominate the carrier or elect to deliver the goods to our designated location by yourself, you will be responsible for the cost of delivery and any further damage to the goods.
- 10.3. If an item develops a fault after 30 days following delivery, subject to the provisions of clause 7 of this Contract, we may offer or refer you to the manufacturer to repair or replace the item, where a repair is not possible. Any replacement will be with an equivalent product.
- 10.4. Upon delivery of the goods, you will use reasonable endeavours to check that the goods are free from defects and damage within the first 24 hours of delivery.
- 10.5. If the goods are damaged from a visual inspection on delivery, you should note this on the delivery slip and contact us on the day of delivery bringing our attention to such matter and providing photographs of the damage in support. If you do not comply with this clause 10.5, we are not under an obligation to accept any later accounts of reports of damage if such report relates to damage which would have been identifiable on delivery upon a visual inspection.



- 10.6.** Do not cover/obstruct/paint heaters. For safety, shelves covering the top of heaters should not be below 500mm & curtains covering the top of heaters should not be below 300mm.
- 10.7.** If you are a trade customer, you agree to indemnify us against any liability associated with any claim or allegation that we are responsible for any failings in the installation or use of the goods that we supply.

## **11. Termination**

**11.1.** We may suspend further supply or delivery, stop any goods in transit or terminate our contract by notice in writing to you if you are in breach of an obligation existing under these Terms and Conditions (which includes non-payment for any previous orders placed) or, you or trader become unable to pay your debts when they fall due or proceedings are or are reasonably likely to be commenced by or against you alleging bankruptcy or insolvency or an administrator, receiver or administrative receiver is appointed or is reasonably likely to be appointed over all or part of your undertaking and assets. Upon termination, any payments you owe to us (for goods delivered) will be immediately due and payable and we shall be under no further obligation to supply goods to you.

**11.2.** By placing an order on our website which is subject to this Agreement, you make an express request for us to start providing services to you prior to your cancellation period and you understand that this means that those services will be chargeable in the event of cancellation after they are received.

## **12. General**

- 12.1.** You acknowledge and agree that these Terms and Conditions constitute the entire and only agreement between us. Only the information explicitly contained on and in this contract shall form part of it.
- 12.2.** If any provision of these Terms and Conditions is found to be invalid, illegal or unenforceable, the validity, legality and enforceability of the other provisions of these Terms and Conditions shall not be affected.
- 12.3.** Our contract shall be governed by the laws of England and Wales, and you agree to submit to the exclusive jurisdiction of England and Wales in the event of a dispute (contractual or non- contractual) arising from any subject matter of this contract.
- 12.4.** These Terms and Conditions are subject to change from time to time. The latest version of the Terms and Conditions can be found on our website at <https://elektrostore.co.uk/>
- 12.5.** All images are for illustration purposes only.
- 12.6.** Nothing in these Terms and Conditions is intended to affect your legal rights that exist by law.
- 12.7.** No party other than the signatory and Ekorad has any rights under this contract.
- 12.8.** We shall not be liable for any delay or the consequences of any delay in performing any of our obligations if such delay is due to any cause beyond our reasonable control and we shall be entitled to a reasonable extension of time for performing such obligations.
- 12.9.** These terms and conditions do not affect your statutory rights.
- 12.10.** We have no liability in respect of consequential loss.

## **13. Contact Us**

- 13.1.** you can reach us:
- 13.1.1.** by telephone on 0800 103 2709
- 13.1.2.** by email at [info@elektrostore.co.uk](mailto:info@elektrostore.co.uk)
- 13.1.3.** by post at our registered office (above) or at our place of business: Northbridge Place, Frog

Island, Leicester, LE3 5AG.

#### **14. Privacy Policy**

**14.1.** When you provide us with personal information (whether purchasing or registering with us), by doing so you agree to our Privacy Policy in its entirety. Our Privacy Policy can be found on our website using the following link <https://elektrostore.co.uk/privacy-cookie-policy/>