

Terms and conditions

This site is owned and operated by Whirlpool (UK) Limited (Whirlpool, “we” or “us”). Registered Office: PO Box 45, 209 Purley Way, Croydon CR9 4RY. Registered number 229156 (England). Vat No: GB 574 108 640. If you want to ask anything about these terms & conditions or have any comments or complaints about them, please email us at UK_Spares@whirlpool.com or call us on 0844 847 4278. Our terms and conditions comply with UK legislation and are designed to ensure that Whirlpool consumers can shop on our web site with confidence. We recommend you print a copy of these terms when you make an order. We reserve right to change these terms and conditions at any time. It is your responsibility to read the terms and conditions posted on our web site each time you order a product. By placing an order, you agree to be bound by the latest terms and conditions.

Accuracy of content

Whirlpool has taken every care in the preparation of the content of this website, in particular to ensure that prices quoted are correct at time of publishing and all products have been fairly described. All prices are displayed inclusive of VAT. However, Whirlpool makes no guarantee in the accuracy of this web site and Whirlpool assumes no liability for any errors or mistakes in its web site.

Availability

All products are subject to availability. If a product is out of stock, you will be unable to place it in your shopping basket. There may be occasions when the availability may be different to what is displayed on the site e.g. when other orders have been fulfilled before yours. In this instance we will send you an email or phone you to advise you of the unavailability.

Prices

All prices are in £ sterling and include UK VAT at 17.5% and are exclusive of delivery. Delivery Charges can be found under the “Delivery charges” section. Whirlpool reserves the right to change it’s pricing at any time. The price of goods purchased shall be the price set forth at the time of your order submission. In the event that we change the price before acceptance, we will re-confirm with you regarding your acceptance of our revised price. Prices quoted over the phone may differ from those shown on our website.

Acknowledgement and acceptance of your order

We will notify you by email as soon as possible to confirm receipt of your order. Our acceptance of your order will take place upon despatch of the product(s) ordered. No contract is formed between you and Whirlpool until such acceptance occurs. Whirlpool accepts no responsibility for a failure or delay in accepting your order.

Ordering Errors

You are able to correct errors on your order up to the point at which you click on ‘Make Payment’ on the final page of our ordering process.

Placing an order with Whirlpool UK Limited Telephone Orders

When placing an order with us over the phone, we will advise you immediately if the product is unavailable. You then have the choice if you wish to continue to place the order. When you place an order over the phone we will process your payment and advise you of the order number. You will not receive written

confirmation of the order. We will advise you immediately if your payment details are not authorised and will ask you to pay via another accepted method. Website Orders When placing an order with us on our website, we treat it as an offer to buy and will send an email confirmation of the order. If the order is accepted, the product will be despatched at which point we make a legal contract with you. Payment is processed at the time the goods are despatched. We have the right to choose not to accept any order; in this case we will contact you to advise.

Use of this website from outside the UK

Unless otherwise specified, the materials on this website are directed solely at those who access this website from the United Kingdom. Whirlpool makes no representation that any products or services referred to in the materials on this website are appropriate for use, or available, in other locations. Those who choose to access this site from other locations are responsible for compliance with local laws and to the extent local laws are applicable.

Payment

We check your payment card when we receive your order. Payment is deducted when the order is despatched. Whilst we make every effort to make sure that all information is accurate, If we find an error with your order, we will tell you and ask whether you wish to continue with your order or cancel it. We can process payments from MasterCard and Visa credit cards. For security reasons, your payment details are automatically encrypted and securely transmitted to us when you enter them. You will need to re-enter your card details each time you place a new order. You do not need to use the same card each time. All prices are in £ sterling and include UK VAT at 17.5% and are exclusive of delivery. Delivery Charges can be found under the "Delivery charges" section. Prices quoted over the phone may differ from those shown on our website. Whirlpool applies the highest business security standard in the on-line shop, adopting https pages (secure and encrypted pages) We recognise the importance of security regarding credit card information you send us over the Internet. We take all the necessary precautions to protect our customers' personal information and to store it securely. Sensitive information that is transmitted to us online (such as credit card numbers) is encrypted and transmitted to us securely. In addition, access to all of our users' information, not just the sensitive information mentioned above, is restricted. Finally, the servers on which we store personally identifiable information are kept in a secure environment. In order to help safeguard unauthorised use of your credit card we check the security code located above the magnetic strip on the back of your card.

Accepted credit cards type:



Shipping rates and policy

Delivery Charges

If you spend less than £58.75 (inclusive VAT) we will add a £4.00 postage and packing charge. If you spend more than £58.75 (inclusive VAT) delivery will be free of charge. Delivery charges cannot be refunded.

Delivery

If Whirlpool UK limited accepts your order, please allow us 8 to 10 working days to deliver the goods to you, subject to stock availability. However, in most cases the goods will be with you before that time. Delivery dates are only estimates and Whirlpool does not guarantee delivery within any such time and shall not be liable for any delay in delivery or performance.

We deliver to the whole UK territory (except the Channel Islands) and use the means of transport that provides the best and quickest service for each area. If your product is lost or damaged in transit, you must make your claim in writing. Damaged products must be retained in case we need to inspect them. For failed deliveries, please wait 10 working days in case of delays.

Warranties, Returns & Refunds Policy

Warranties

If you are buying goods as a consumer, there are also conditions about the quality of the product included in the contract between us governed by the Sale of Goods Act. Nothing in this website affects any of your rights which cannot, by law, be taken away from you. A "consumer", in this context, is defined by law as someone who is not buying "in the course of a business" and who is buying goods "of a type ordinarily supplied for private use". If you are not buying as a consumer, the terms about product quality implied which the Sale of Goods Act includes in contracts of sale are not to be part of the contract between us. The only terms to be included in the contract between us are those contained or referred to in this website. We do not offer or agree to any other conditions, warranties, guaranties or representations about the quality or description of the product we supply.

In case of disagreement, both Whirlpool UK limited and the consumer agree to submit to British laws.

Refunds & Returns Policy

If, for any reason, you need to return a product you must inform us of your decision within 7 days of receiving the product. Your request must be received in writing by letter, fax or email.

You will be allocated a Returns Authorisation Number that needs to be included with the returned product. The returned product must be unused, in its original condition with the packaging intact (e.g. not damaged or marked). When we receive the returned product by post, we will give you a full refund of any money paid for the product.

We will also be happy to refund the delivery charge if you had to return the goods because of our mistake. These terms do not affect your legal statutory rights.

Returns will not be accepted without a Returns Authorisation Number.