



Terms & Conditions / Returns Policy

By accessing additional pages of Ace Safes Ltd Website, you agree to be bound by the terms and conditions of use.

1. GENERAL

- 1.1 The information contained in this site may contain technical inaccuracies or typographical errors. All information made available from within this Website is provided “as is” for information purposes only and without warranty of any kind, either express or implied, including but not limited to, any warranties as to non-infringement, satisfactory quality or fitness for a particular purpose, save in respect of any products ordered from this Website which will be sold subject to the terms and conditions of sale referred to in this Website.
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- 1.3 Ace Safes Ltd makes no representations as to the security, quality or propriety of any website which may be accessed through Ace Safes Ltd Website. Connected websites accessed through Ace Safes Ltd Website are independent Websites over which Ace Safes Ltd does not exercise any control, whether financial, editorial or of any other kind and are not in any way endorsed by Ace Safes Ltd.
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- 2.1 All design, text and graphics displayed on Ace Safes Ltd Website and the selection or arrangement thereof are the copyright of Ace Safes Ltd or the manufacturer/supplier of the product. You are granted permission to electronically copy and print in hard copy portions of this Website for the sole purpose of placing an order with Ace Safes Ltd or using this Website as a

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- 2.2 You are responsible for ensuring that all portions of Ace Safes Ltd Website which you electronically copy or print in accordance with the provisions of these terms and conditions of use which permit such copying and/or printing are free from viruses, worms, trojan horses or other items of a destructive nature.

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4. PRIVACY OF DATA SUPPLIED BY YOU

- 4.1 4.1 Ace Safes Ltd is committed to ensuring that your privacy is protected. If you place an order with Ace Safes Ltd via this Website, Ace Safes Ltd will need to obtain some personal information about you, which is stored on our computer such as your name, delivery address, e-mail address and telephone number for example. This information allows Ace Safes Ltd to fulfil your order and to notify you of the status of your order.
- 4.2 The personal information which you provide us with, together with information on goods that you have ordered from us in the past may be used by Ace Safes Ltd , for the purpose of notifying you about any special offers or features which may be of interest to you and for related marketing purposes. If you would rather not receive this material, you must notify us accordingly before submitting your personal information. Otherwise, by submitting your information you consent to its use in this way.

5. HOW WE PROTECT INFORMATION WHICH WE HOLD ABOUT YOU

The Internet is not a secure medium. However, Ace Safes Ltd will use its reasonable endeavours to keep the personal information it receives about you confidential. Ace Safes Ltd uses your information only as set out in these terms and conditions of use and will not sell or pass your information on to any third parties for marketing purposes without first obtaining your consent.

6. CONSENT TO USE OF YOUR PERSONAL INFORMATION

- 6.1 By submitting your information, you consent to the use of that information as set out in these terms and conditions of use. If Ace Safes Ltd change its terms and conditions of use, we will post the changes on this page so that you may

be aware of them and you will be able to ask us not to use your information for the changed purposes if you so wish.

- 6.2 Because the Internet infrastructure is global, and it is not possible to predict the routes that information sent over the Internet will take, the information you provide may be transferred temporarily via a route which takes it outside the European Economic Area as it passes between you and us. By submitting your information you consent to this transfer.

7. GOVERNING LAW

If not actually the case, the contract under which you use Ace Safes Ltd Website shall be deemed to have been made in England and the construction, validity and performance of these terms and conditions of use shall be governed in all respects by English law and the English courts shall have non-exclusive jurisdiction in respect of any dispute between you and Ace Safes Ltd concerning your use of Ace Safes Ltd Website.

8. LOSSES RESULTING FROM UNAUTHORISED ACCESS TO YOUR DATA

You accept the risk that data transmitted electronically via this Website or otherwise may be intercepted before reaching its intended destination or accessed by unauthorised third parties and may be exploited unlawfully by such third parties. Ace Safes Ltd does not assume responsibility for guarding against the acts of such third parties and shall not be liable for any direct, indirect, consequential, special or other damage resulting from third parties' interception of or access to data of whatever nature including without limitation personal data, account details and credit and payment card information transmitted by you electronically or otherwise.

9. ORDERING PRODUCTS VIA Ace Safes Ltd WEBSITE

- 9.1 All orders for products are subject to availability. In addition Ace Safes Ltd reserves the right to refuse to supply any individual, group of individuals or company for any reason whatever. There is no binding contract for the purchase of products ordered via this Website until Ace Safes Ltd accepts your order to buy its products by notifying you that it intends to meet your order or (if earlier) delivers your order to you. In the event that Ace Safes Ltd decides not to meet your order, Ace Safes Ltd will refund any money you have paid within a reasonable time.
- 9.2 All contracts for the sale of products which result from Ace Safes Ltd accepting an order made via Ace Safes Ltd Website are made subject to Ace Safes Ltd standard terms and conditions of sale which are governed by English law.
- 9.3 We will endeavour to contact by telephone if any item is out of stock. We can offer alternatives, loan safes etc or return money

- 9.4 Processing immediately, delivery would be approximately 7-10 working days from order on most. Models subject to availability.
- 9.5 Free delivery means drop off only via courier, unless otherwise stated. (Please telephone ACE Safe Co. Ltd to discuss 0800 373 943).
- 9.6 If delivery and installation required, then this will be booked via our installer and additional charges may occur (Please telephone ACE Safe Co. Ltd to discuss 0800 373 943).

10. CONSUMER RETURNS and CANCELLATION POLICY

- 10.1 Ace Safes Consumer Returns and Cancellation Policy do not affect your statutory rights and complies with "The Consumer Protection (Distance Selling) Regulations 2000".
- 10.2 You have the right to return your product or we can arrange to have your product collected and returned for you. When you send your item back we will process the returned item then notify you via e-mail or telephone of your refund. You can expect a refund in the same form of payment originally used for purchase within one week of us receiving your returned product in its original 'as new' shipping condition and in the original packaging.
- 10.3 **Items returned due to damage in transit, defective or incorrect**
If you are returning an item because of an error on our part or in accordance with our returns policy because your product is damaged or defective, we will refund in full and pay your costs of returning it. We will check all items returned for damaged or being defective. In the event of no fault or damage being reported, we reserve the right to re-charge or withhold your payment for the item(s) to recover our fees and expenses from you.
- 10.4 **Items returned within the seven-day cooling off period**
By law, customers located in the European Union including the UK have the right to withdraw from the purchase of an item within seven working days of the day after the date the item is delivered.
- 10.5 Where you are withdrawing from your purchase within the seven working day cooling-off period, and there has been no error on our part and the goods are not defective, we will refund the cost of the item less the costs and services related to the delivery & collection as follows:
 - 10.5.1 We will refund the cost of the product less the delivery & collection cost – product delivery & collection charges can be viewed at [delivery & returns page](#). The customer has the right to return their purchase using their own carrier. However, due to the physical size and weight of some units we recommend returns to be arranged by us - we cannot accept responsibility for third party carriers damaging products in transit.
 - 10.5.2 We will not refund any additional service charges related to the delivery such as installation, bolting down, and delivery to another floor other than the standard free ground floor.
 - 10.5.3 The cost of returning the goods is the responsibility of the customer. Ace Safes will provide you with pricing to arrange collection and deduct the cost from your account.

10.5.4 **PLEASE NOTE;** We strongly advise customers to carefully check dimensions of products being purchased – safes are often large, heavy items which can be expensive to return if a simple measuring mistake has not been calculated before placing your order.