

Thanks for shopping at the Smart home innovations Online Store. We want to make sure you have a rewarding experience while you're exploring, evaluating and purchasing our products on the Smart home innovations Online Store, Smart home innovations is a company incorporated in the United Kingdom with its registered office at 484 Herne Road, Ramsey St Mary's, Huntingdonshire, Cambridgeshire PE26 2TJ OC389332. You may contact Smart home innovations by mail at the registered address or by email at returns@smarthomeinnovations.co.uk

As with any shopping experience, there are terms and conditions that apply to transactions at the Smart home innovations. If you purchase a product via the Smart home innovations online store, these Terms apply to the sales contract between you and Smart home innovations. The Privacy Policy and Terms of Use also apply. You need to be at least 18 years old to place orders on the Smart home innovations online store.

Standard Return and Cancellation Policy

You have the right to cancel your order, return a product or cancel a service contract for any reason. To return a product purchased from the Smart home innovations store, or cancel an accepted estimate please send your intent to return or cancel to us anytime prior to the date 14 days after the date you, or a person indicated by you, acquired physical possession or agreed an estimate that was received by you or a person indicated by you of the product(s) or service(s). Acceptance of an estimate sent to you can be made verbally, in writing and not limited to booking a date to commence work. At the point of acceptance as detailed above you have entered into a legally binding contract with Smart Home Innovations upon which a 14 day cancellation period commences. If you ordered multiple products from the Smart home innovations store in the same order, please send your intent to return to us anytime prior to the date 14 days after the date you, or a person indicated by you, acquired physical possession of the last product in the order. To exercise these rights, you need only provide us with a clear expression of your intent to return a product or cancel a service by sending an email to

returns@smarthomeinnovations.co.uk

Once you notify us of your intent to return, simply return the product with the original receipt, original packaging and its included accessories to us within 14 days. Once you deliver the product to the carrier, we receive the product, we'll provide you with a refund based on the original payment method within 14 days.

Please note that if cancellation of an agreed estimate is made after the 14 day cancellation period has lapsed then Smart home innovations reserves the right to charge for any loss of earnings that may have been incurred due to your cancellation at 10% of the total estimated figure.

Please note that you may not return the following, except in case of defect or

lack of conformity: Electronic software downloads when download has begun with your prior express consent and acknowledgement that you lose your right of withdrawal.

Sealed computer software that was unsealed after delivery.

If the product is damaged, we may offset the amount of your refund by the diminished value of the product.

We will refund all costs paid by you associated with the product or service, except for any express delivery costs (when you have not selected standard delivery).

Pricing and Price Reductions/Corrections

Smart home innovations LLP reserves the right to change prices for products displayed on the Smart home innovations Store at any time and to correct pricing errors that may inadvertently occur. Any price changes will not affect an order that has already been accepted by Smart home innovations . In the event of a pricing error, we will notify you of the error and allow you to either proceed with the transaction at the correct price or cancel your order at no cost to you.

Order, Order Acknowledgement and Order Acceptance

To place an order for products or services at the Smart home innovations Store, you can visit the store website and then simply add the products you wish to your shopping bag, check out (using your chosen payment method) as a guest customer, and have your items shipped to you or to a person designated by you. Alternatively, you can call the Smart home innovations Store Mon-Fri 09:00-17:30 Smart home innovations Specialist will assist you through the entire order process, from product selection to payment method. Whichever way you choose to order, you will be given an opportunity to review your order prior to submitting it. Once you have placed your order, we will provide you with a web order number.

Within a few minutes after we receive your order, we'll email you an order confirmation. As with the web order number, the order confirmation email does not signify our acceptance of your order; we are simply confirming that we received your order. Once we have processed your order and prepared it for shipping, we will send you an email stating that we have accepted your order, which will include the shipment details (the "Shipment Notification Email"). The decision to accept your order is in our sole discretion. Because we want to make sure that we have your product available, we won't accept your order until we have prepared your product for shipping. In most cases, this will be within twenty-four hours for items that are in stock. For items that are not in stock, you will receive the Order Acceptance Email when the item becomes available and has been prepared for shipping, which in no event will be later than the "ships" timeframe presented to you at checkout. Once we have sent and you have received the Order Acceptance Email, Smart home innovations will have formed a contract with you (we will include the key terms of the contract in this acceptance email). All that remains at that point is for us to deliver the product(s) to you, which we will do straightaway so you can begin enjoying the

amazing item(s) you purchased at the Smart home innovations Store.

Shipping & Delivery

The Smart home innovations Store offers standard and express delivery options. The standard delivery is free of charge for any order exceeding a certain amount. For orders below this amount or for express delivery, shipping fees will apply. Please see the website for the current shipping rates and fees. Your order will be shipped once all products of your order are available for a bundle delivery. Orders will not be accepted and products will not be delivered to any address outside the United Kingdom

Please note that the actual delivery of your order can be impacted by many events beyond Smart home innovations control once it leaves our facilities. We will, however, notify you of any significant delays, and work with you to ensure a smooth delivery.

As Smart home innovations takes care of the dispatch of the products you purchase on the Smart home innovations Store, the risk of loss or damage to the product(s) shall pass to you when you, or a person designated by you, acquires physical possession of the product(s).

Smart home innovations One-Year Limited Manufacturer Warranty

Smart home innovations provides a one-year limited manufacturer warranty against defects in materials and workmanship for any new Smart home innovations -branded product. The Smart home innovations One-Year Limited Warranty does not apply to products that are not Smart home innovations -branded, even if packaged or sold with Smart home innovations products. Non-Smart home innovations -branded products may have the benefit of a manufacturer's warranty provided by the product manufacturer — please see your product box and literature for details.

Consumer Law Rights

Smart home innovations One-Year Limited Warranty or, in the case of products that are not Smart home innovations -branded, the product manufacturer's warranty (as appropriate) are separate from and in addition to consumer rights provided under UK consumer law.

Smart home innovations Store Customer Service

If you experience any problem with your order or want to check the status of your order, please contact the Smart home innovations Store Customer Service

Payment Options

The Smart home innovations Store offers the following payment methods: credit card and PayPal

If you are paying by credit card, when you submit your order, we may block up to the total amount of the order on your credit card. If we do not receive authorisation from your credit card issuer, we will inform you so that you can provide us with another payment method. Your credit card will be charged once we accept your order.

We reserve the right to verify the identity of the credit card holder by

requesting appropriate documentation.

To ensure that your credit, debit or charge card is not being used without your consent, we will validate name, address and other personal information supplied by you during the order process against appropriate third-party databases. By accepting these terms and conditions, you consent to such checks being made. In performing these checks, personal information provided by you may be disclosed to registered Credit Reference Agency, which may keep a record of that information. You can rest assured that this is done only to confirm your identity, only in connection with purchases made by credit, debit or charge card (and excluding the case where you have requested finance in order to pay for the Products ordered), that a credit check is not performed and that your credit rating will be unaffected. All information provided by you will be treated securely and strictly in accordance with the Data Protection Act 1998. If you are paying by bank transfer, we will send you a Proceed to Pay email after you have placed your order. Once we have received your payment, we will send you an order confirmation email advising that payment has been received and your order is being processed. Once we have processed your order and prepared it for shipping, we will send you an email stating that we have accepted your order and including details of shipment. If we do not receive payment within 30 days after your receipt of the Proceed to Pay email, we will cancel your order. TheSmart home innovations Store may offer additional payment methods.