

Terms & Conditions

Website and store Terms and Conditions

The following information sets out the legal terms and conditions which apply when you access or use our website and our store.

Please read these conditions carefully and in their entirety. If you have any questions regarding these terms and conditions then please contact us.

Definitions

This website (www.tynesidepianocompany.co.uk) is owned and operated by Tyneside Piano Company Ltd.

Tyneside Piano Company Ltd is a company registered in England and Wales. Our company registration number is 6586636.

Registered Office: Borough Hall, Wellway, Morpeth, Northumberland, NE61 1BN. VAT No. 178 4697 04.

Unless stated otherwise, we use the terms "our", "we" and "us" on this page and elsewhere on this website to refer to Tyneside Piano Company Ltd.

Using our website

In accessing, browsing or using our website and in placing an order or creating an account on our website, you agree to be bound by the following terms and conditions.

If you do not agree with these terms and conditions then you should not access or use the website.

We reserve the right to alter these terms and conditions at any time and without notice. We therefore recommend that you keep a printed copy of these terms and conditions for future reference.

You must only use this website for lawful purposes and in a lawful manner. You agree to comply with all applicable laws, statutes and regulations regarding the use of this website and any transactions conducted through this website.

You may use, download and print content from this website solely for your own personal and non-commercial use.

Privacy Policy

The terms and conditions on this page are in addition to and supplement the terms of our Privacy Policy.

Our Privacy Policy sets out how we collect, use and protect your personal information when using our website.

In agreeing to these terms and conditions you shall also be deemed to have read, understood and agreed to our Privacy Policy.

Please carefully read our Privacy Policy.

External Website Links

We may place links on this website to information on external websites which we feel may add value to our visitors. We do not operate these websites and cannot control their content or availability.

If you choose to follow any such links then you should inspect the terms and conditions of use and privacy policy of the linked website and only proceed if you agree with those conditions.

Tyneside Piano Company Ltd cannot accept any liability for the use of these websites.

Law

Any matter arising from your use of this website, including any contract entered between you and us through this website, shall be governed by English law and subject to the exclusive jurisdiction of the courts of England and Wales.

All contracts shall be conducted in English.

Accessing this website from outside the UK

This website is intended solely to promote Tyneside Piano Company Ltd products and services in the United Kingdom.

Intellectual property and ownership of rights

You agree that all copyright, trademarks, content and all other intellectual property rights, in and to this website shall remain at all times vested in us or our licensors.

General Terms and Conditions of Sale

These general terms and conditions of sale apply to any order for goods that you place through our website, www.tynesidepianocompany.co.uk. You must read these general terms and conditions of sale carefully. By placing an order through our website, you confirm that you have read, understood and agree to these general terms and conditions of sale in their entirety.

If you do not agree to these general terms and conditions of sale in their entirety, then you must not order any product or service through our website.

Website Terms and Conditions

When you use our website to order a product or service, our website terms and conditions (stated above) will apply to your use of the website in addition to these general terms and conditions of sale.

By placing an order on our website, you will be deemed also to have read, understood and agree to our website terms and conditions and our privacy policy.

Description of Products and Services

We make every effort to ensure that the description, image(s), price

and availability of the products and services displayed on our website are accurate and up-to-date. However, when placing an order on our website, the following points should be noted:

Your order will not be accepted if we discover any material errors in the description or price of the products or services as displayed on the website.

Manufacturers and suppliers of the products we advertise reserve the right to alter the design and specification of products without notice.

Prices displayed are in Pounds Sterling and are inclusive of UK VAT, at the prevailing rate, where applicable, unless specifically stated otherwise.

Any weights, dimensions and capacities shown on our website are approximate only.

Any technical specifications shown on our website are intended purely as approximate indications.

Whilst we try to accurately display the colour of a product, the colour you see can vary on different monitors and devices.

Opinions expressed in the description of products and services should be understood as the personal view of the author, based on their personal experience of the example(s) of the product they have examined and their perception of the merits of that product.

Availability

All orders are subject to the availability of the product or service. Whilst we may provide an indication of the availability of products on our website, the following points should be noted:

The availability of products shown on our website is intended solely as an indication, and we make no guarantee of the current availability based on the information shown on our website.

Available stock showing on our website at a particular location may include items which are on display. Please see below for advice on display items.

Items showing as in stock may include items available from, or in transit from, our suppliers, and may therefore take a few days to reach our store.

As we sell our products through a number of channels, including our physical stores and online marketplaces, it can take some time for the availability of an item sold elsewhere to be updated to our website.

If you intend making a special trip to our store to view a particular instrument which our website suggests is in stock in our store, we recommend contacting us first to avoid disappointment.

On-Display, Ex-Display and Clearance Items

As the majority of our stock is held at our physical store, items advertised for sale on our website may be on display in our store. If that is the case, the item will be thoroughly checked for defects before dispatch and we will ensure that it comes complete with any included accessories.

Items specifically marked as "ex-display" may have some minor

cosmetic marks but will be thoroughly checked before dispatch.

Clearance items may include one-off, end-of-line products and may also be ex-display.

Acceptance of Your Order

Please note that completion of the online checkout process and receipt of an order confirmation email does not constitute our acceptance of your order, and no contract of sale is completed at this stage.

Order acceptance and the completion of the contract between you and us will take place on the dispatch to you of the products ordered.

Under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations of 2013, placing an order on this website places you (the consumer) under an obligation to pay, at the point at which you complete the order confirmation page.

All card payments are subject to authorisation by your card issuer and we take payment when you complete the online order process.

Please note that our card processing system employs a fraud prevention tool and it is possible for your payment to be rejected after completion of the online order process.

If, for any reason, your payment is not received and you already have the goods, then you must pay for the goods or return them in the same condition as we sent them, at your expense. If you do not do this within 30 days of the date on which we cancel your order, we may collect or arrange for collection of the goods at your expense.

We reserve the right to charge you for any and all damage to any products that are the subject of an unpaid order.

Reasons We May Not Accept Your Order

Examples of reasons why we may not be able to accept your order include if:

We become aware of any problem with the processing and receipt of your payment.

We are unable to supply the products or services ordered.

We identify an error in the price charged or description of a product or service.

If we are unable to accept your order then we will make all reasonable attempts to contact you by the email or telephone number you gave on your order. We will advise you of the reason we are unable to complete your order, as far as we deem necessary, and either discuss the options available or cancel your order and refund your payment, as appropriate.

Delivery Information

Internet delivery charges are for UK customers only and we currently only take online orders from and ship to areas in mainland UK.

Delivery on our pianos can vary and depends on the piano purchased and the delivery destination, we will notify you of an estimated delivery timescale after purchase or alternatively you can contact us for delivery information before purchasing.

Delivery charges and timescales stated on product pages are intended solely as an indication. Delivery charges are set according to your postal address and are automatically calculated in the shopping cart.

Delivery outside of our free delivery postcode areas or deliveries including stairs will be undertaken by a reputable piano transport company, in these cases the delivery timescale is at their discretion and you will be contacted by them to arrange a suitable date and time.

Goods must be checked and signed for on delivery and any damage noted.

You must inform us within two working days if the goods have been damaged in transit so that we can make a prompt claim against the delivery company and correct the problem. Please quote your name and address in all correspondence.

You agree that proof of delivery supplied by our delivery company is sufficient evidence to establish that goods have been received.

Free Delivery

We will sometimes offer free delivery on specific items purchased through our online store, for which specific conditions will apply. These offers will be exclusive to orders placed on our website and will not apply to, or effect, in-store purchases or in-store collections.

Returns, Refunds and Cancellation (Online Orders)

These policies apply to orders placed on our website. To see our returns policy for in-store purchases, see below.

Your Cancellation Rights

The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 give UK and EU consumers the legal right to cancel an online order within fourteen working days following receipt of the goods or commencement of a service.

Therefore, if you simply change your mind and would like to cancel an order before it has been shipped to you, then please either telephone our store on 01670 815313 or email us at info@tynesidepianocompany.co.uk and we will cancel the order and refund any sums of money that have been paid by you.

If the goods have already been despatched, then you still have the legal right to cancel the order within fourteen days, by informing us in writing with a clear statement. This statement can be posted

or emailed to us but must be received within the fourteen days.

Please note that, if cancelling an order, you are liable for the costs of returning the item to us and will need to return them as soon as possible, and certainly within fourteen days of informing us of your wish to cancel the order.

We will issue a refund once we have received and inspected the goods and are happy that they have been returned in "as new" condition, complete with any included accessories and handbooks etc.

Please note that there are some products which we are unable to cancel, refund or exchange. These include products which have been personalised, customised or made to order for you.

Faulty Goods

Our pianos are covered by a five year guarantee, this covers any issues that are not related to general wear and tear.

If you become aware of a fault, you should contact our store immediately either via email or telephone.

If the item develops a fault during its guarantee period, you should contact our store and we will endeavour to resolve the problem quickly and efficiently, either by repairing the item in-situ or in-store or by sending it back to the manufacturer for repair.

Partial Refunds

We can offer a partial refund if the goods you return to us are used or appear to be no longer in good condition or the same condition as when they left the shop.

You are liable for any diminished value of the goods. In order to establish the nature, characteristics, and functioning of the goods, the consumer should only handle and inspect them in the same manner as they would be allowed to do in a shop.

Sending Goods Back to us

If you want to send the goods back to us, then you should obtain authorisation from our store that the goods are being returned to.

If the items are being sent to us due to a fault, please also enclose a precise description of the fault that has developed, so that we have the best chance of repairing the fault.

If goods are being exchanged or refunded, then please ensure that all accessories and manuals are included when returning any item, otherwise a charge may have to be made.

Goods must be returned to us using a reputable piano transportation company. Tyneside Piano Company Ltd cannot accept any liability for goods arriving damaged.

Returns Address

Tyneside Piano Company Ltd
34 Wellhead Terrace,
Ashington,
Northumberland,

NE63 8PA.