

# PETER HAHN

## GENERAL TRADING CONDITIONS

### 1. DELIVERY DETAILS

Delivery details of our products can be found on the relevant product page.

### 2. THE CONTRACT

These are the conditions on which we supply goods to you. Please ensure you read these conditions carefully, and check that the details on your order are complete and accurate before submitting your order to us. When you submit an order to us, this does not mean that we have accepted your order for the goods. Our acceptance of the order will take place when we contact you to tell you that we are able to provide you with the goods at which point a contract will come into existence between you and us and these Conditions will become binding. Relevant United Kingdom law will apply to all orders placed, and the relevant courts of the United Kingdom will have exclusive jurisdiction in the case of a dispute.

### 3. INFORMATION ABOUT US AND HOW TO CONTACT US

We are a company registered in England and Wales. Our registered office is; Ground Floor, North Quay House, Sutton Harbour, Plymouth, Devon PL4 0RA. Our company registration number is O3341321. Our registered VAT number is GB255780186. If you have any questions or complaints please write to us at PETER HAHN Limited, Woodview Road, Paignton, Devon TQ4 7SR, or email us at [service@peterhahn.co.uk](mailto:service@peterhahn.co.uk), or call us on 0800 054 2120 (Free Call).

### 4. PAYMENT & TAXES

All prices are shown in pounds sterling (£) and include VAT at the current rate. VAT will be changed should the government raise or lower the VAT rate. Prices are exclusive of delivery costs which are set out in Section 5 below. We accept payment by cheque, credit and debit card. We accept MasterCard and Visa.

### 5. DELIVERY INFORMATION & DELIVERY COST

We dispatch orders from our German warehouse. Here we will carefully pick, pack and check your order before posting it to the United Kingdom. We do not deliver

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to addresses outside of the United Kingdom. Please note that timescales for delivery will vary depending on the availability of the goods and your address. We aim to dispatch all goods quickly (stock permitting). We will contact you with an estimated delivery date, which will be within 30 days after the day on which we accept your order. Normally you can expect to wait around 8 days for this international delivery. However occasionally our delivery to you might be delayed due to acts or events beyond our reasonable control (such as industrial action by third parties, civil commotions, storms, floods, earthquakes or other natural disasters or a failure of public or private telecommunication systems). We shall not be liable for any delay or failure to deliver goods that is caused by an act or event outside of our control.

The maximum P&P costs for delivery will be £4.95 per order. Some special offers from Peter Hahn will take £4.95 off your total bill in order to give you free P&P. This means that we will only charge you once, even if we need to dispatch multiple parcels to complete your order. We can deliver to a different delivery address (within the United Kingdom) from your billing address at no extra charge. Please specify your required delivery address on your order form. Delivery of an order shall be completed when we deliver the goods to the address you gave us in your order form and the goods will be your responsibility from that time. You own the goods once we have received payment in full.

If we miss the 30 days delivery deadline for any goods then you may cancel your order straightaway if any of the following apply:

- (a) We have refused to deliver the goods;
- (b) Delivery within the delivery deadline was essential (taking into account all relevant circumstances); or
- (c) You told us before we accepted your order that delivery within the delivery deadline was essential.

If you do not wish to cancel your order straightaway, or do not have the right to do so under (a) to (c) above, you can give us a new deadline for delivery, which must be reasonable, and you can cancel your order if we do not meet this deadline. If you do choose to cancel your order for late delivery, you can do so for just some of the goods or for all of them, unless splitting them up would significantly reduce their value. If some of the goods have been delivered to you, you will have to return them to us, and we will pay the costs of this. After you cancel your order we will refund any sums you have paid to us for the cancelled goods and their delivery.

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## 6. CANCELLATIONS

You may cancel any contract for goods at any time before we dispatch an item. You may email us at [service@peterhahn.co.uk](mailto:service@peterhahn.co.uk), call us for free on 0800 054 2120 or send this cancellation form in by post;

### CANCELLATION FORM

If you want to cancel the order, then please fill out this form and send it back.

To: PETER HAHN LIMITED · Woodview Road · Paignton · Devon TQ4 7SR  
[www.peterhahn.co.uk](http://www.peterhahn.co.uk) · [service@peterhahn.co.uk](mailto:service@peterhahn.co.uk)

I hereby revoke the order for my purchase of the following products:

Placed on / received on: name / address of  
the consumer:

date / Signature of the consumer (written signature required on hard copy)

## 7. RETURNING GOODS – 100% guarantee

If you wish cancelled a contract for goods and the goods have been delivered, you may send back the goods at any time with proof of purchase for a full refund. We will include a postage paid label with your order, so you will not have to bear the direct cost of any returns.

## 8. EXCHANGES, HOW YOU ARE REFUNDED AND CHARGED

All returns are refunded using the same means of payment that you used for your order, unless you have agreed otherwise. If you wish to return an item for an exchange the cost for the returned item will be refunded and the new item will be processed as a new order and will require payment in full. Please ensure you either include your credit/debit card details in the relevant section of the returns form or enclose a cheque for the value of your exchange items and postage and packaging.

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## **9. IF THE GOODS ARE FAULTY**

As a consumer, you have legal rights in relation to goods that are faulty or not as described. We are under a legal duty to supply goods that are in conformity with the contract. Advice about your legal rights is available from your local Citizen's Advice Bureau or Trading Standards office. Nothing in these Terms will affect these legal rights.

## **10. COPYRIGHT AND TRADEMARK**

The contents of these pages (including pictures, photographs, images, logos, written text and other materials) are the copyright trademark or registered trademark of PETER HAHN Ltd. All rights reserved.

## **11. HOW WE MAY USE YOUR PERSONAL INFORMATION**

We are committed to safeguarding our customers' privacy and we adhere to the strict rules of the Data Protection Act to ensure that any of the personal details that we hold are protected from unauthorised access. We will use the personal information you provide to use to provide the goods, process your payment for such goods, and inform you about similar products or that we provide, but you may stop receiving these at any time by contacting use. From time to time, we may make portions of our mailing list available to carefully selected companies whose products may be of interest to you. If you would prefer not to receive mailings from other companies, please email us at [privacy@peterhahn.co.uk](mailto:privacy@peterhahn.co.uk), or call us on 0800 054 2120.

## **12. COMPLAINTS PROCEDURE/DISPUTE RESOLUTION**

As of February 15, 2016, the EU Commission launched a platform to enable alternative dispute resolution. This gives consumers the opportunity to resolve disputes with online traders first, without the intervention of a judge. The dispute resolution platform can be found under the external link <https://ec.europa.eu/consumers/odr/>.

Our email address is: [service@peterhahn.co.uk](mailto:service@peterhahn.co.uk)