

DUPENNY TERMS & CONDITIONS

These terms do not supersede statutory rights under the Sale of Goods Acts but are designed to clarify the principles and procedures by which we operate.

CURRENCY

All prices shown on this website are quoted in British pounds sterling and do not include VAT. Data entry errors or other technical problems may result in inaccurate prices being shown. In such cases Dupenny is not required to honour this price. If you see any price you believe to be incorrect, please contact us so we can verify it for you.

PAYMENTS

Our preferred method of payment is PayPal, but we also accept bank transfer and cheques. When paying by cheque, please make it payable to '*Emily Dupen-Hopkins*' and write your cheque guarantee card number, guaranteed amount and expiry date on the back of your cheque. Cheques will require 7 working days for clearance before the goods are dispatched.

STOCK

Due to the labour and costs involved in making our products, we hold very limited stock and cannot guarantee that every item is in stock permanently. Most of our products are made to order and can take 4 - 6 weeks to complete. Our lampshades and chairs may take longer.

If you have an urgent order we will make every effort to meet your needs. If this is the case, please contact us prior to ordering to check our current lead-time for the item/s you wish to purchase.

DELIVERY

We aim to deliver your goods as soon as possible and will give you an estimated dispatch date upon receipt of your order. Under no circumstances will goods be dispatched before payment has cleared.

The final price quoted on the payments page is the price of the goods including estimated delivery to the stated destination. We use an integrated shipping system that accurately calculates the cost to send goods to all regions. Our shipping charges include carriage via UK Royal Mail or UK courier to both home and overseas destinations. We are happy to ship to any destination in the world. Shipping may cost more should you choose to insure your purchase. Please get in touch with any queries before placing your order.

DUTIES & LOCAL TAXES

Purchasers are responsible for any duties and/or taxes levied at the point of entry into the destination country. A commercial invoice is provided with all goods shipped.

DAMAGE & LOSS IN TRANSIT

We never knowingly ship damaged goods. Occasionally, however, things do get lost or damaged in transit. For this reason we strongly advise our customers to choose insured shipping when purchasing our products. Please see the following guidelines.

Goods un-insured by customer:

We retain proof of all postage. Once a parcel has left our hands, Dupenny is not responsible for any damage or loss of items, or any consequential loss for goods that have not been insured by the customer.

Goods insured by customer:

If your parcel is insured, please advise us within 24 hours and we will supply replacement goods as quickly as we can.

IMPORTANT: Please be aware that once goods have been accepted and signed for, you are responsible for them.

You must check the contents of any parcel within 24 hours whether it looks damaged from the outside or not, to ensure that nothing has gone missing during transit. If you receive a damaged parcel, you must either reject the delivery completely or note the fact on the delivery note, even before you open the package to examine the contents. If you are unable to open the package in the presence of the carrier, make sure that you sign for it as '*Damaged package; goods not yet inspected*' or similar to warn the carrier that an insurance claim may be forthcoming. Please retain all relevant documentation and if possible take photos of any damage, so that an insurance claim can be made against the carrier's insurers.

Whatever the circumstances, please contact us by email or telephone within 24 hours, with as much detail of the damage or loss as you can provide, so that we can arrange replacement goods and start following up the carriers.

Please do NOT return damaged goods until requested to do so as this may incur additional costs unnecessarily.

We cannot entertain a claim for goods lost or damaged during transit if the above has not been adhered to.

RETURNS & EXCHANGES

All of our products are designed and made with great care and, of course, we want you to be delighted with your purchase. If you are not, just return it to us in its original condition and packaging within 14 days for an exchange or refund to:

Dupenny, Top Floor, 9 College Terrace, Brighton, East Sussex BN2 0EE.

Please complete the returns form and include it with the package. This form is available to download from our website.

For your own protection you must obtain proof of posting, or a shipping certificate from a courier when returning goods, whatever the reason for the return. Goods that are returned to us but are lost during shipping remain your responsibility. A proof of

posting will assist you in tracking any shipment which is reported as lost, damaged, mislaid or otherwise undelivered/undeliverable.

We regret that we are unable to issue refunds and exchanges for the following:

Used or damaged goods if signed for
Postage & Packaging costs
Certain made to order items - Lampshades, Tiles, Chairs
Bespoke items that have been customised to suit your specific requirements

TRADE DESCRIPTION ACT

Every care has been taken to ensure that the descriptions and specifications are correct on this website. However, while the colours displayed are a close representation, slight variations in the actual goods may occur. All dimensions are approximate. Most of our products are derived from natural materials, and have been hand-printed or handmade. Shading and dimensions may vary slightly from the product pictured.

PAYMENT & RETENTION OF TITLE

Under normal circumstances, goods must be paid for prior to dispatch. If, for any reason, goods are shipped prior to clearance of payments, title in the goods shipped belongs to Dupenny until full payment for the goods has been received.

PRIVACY

We undertake to exercise all reasonable precautions to keep information supplied to us by customers strictly confidential. We do not supply our 'mailing information' to third parties but do use it to advise our customers of goods and services we feel may be of interest to them, unless instructed otherwise in writing.

Information supplied to us may be stored on a computer system for our convenience, but will not be supplied to any outside agency. We prefer you to use the secure PayPal transaction services to make credit card transactions since this service is completely independent of our organisation and your credit card details are not divulged to us at any time.

LEGAL STATEMENT

Dupenny's total liability for any claim howsoever arising shall not exceed the price of the goods supplied by Dupenny to the customer. Dupenny is the trading name of Emily Dupen-Hopkins.

COPYRIGHT

Copyright in the design, text, graphics and photographs contained in our products and on this website is held by Emily Dupen-Hopkins, trading as Dupenny.

PLACE OF BUSINESS

Address: Top Floor, 9 College Terrace, Brighton, East Sussex BN2 0EE
Telephone: 07966146986

WALLPAPER

Info:

Dupenny wallpapers are printed onto high-grade non-woven paper, made from 100% cellulosic fibres from trees and water.

Only sustainable inks are used when printing.

All waste trimmings are recycled.

Terms & Conditions:

Although we make every effort to ensure that our wallpapers are of the highest quality, slight variations in shade or pattern may occur during manufacture.

Before cutting or hanging wallpapers please inspect every roll to ensure that they all have the same batch number, are in good condition and that the edges match correctly.

If you are not entirely satisfied, please contact Dupenny prior to cutting or hanging.

Dupenny cannot accept liability for defects in the condition of the product or matching which are apparent at the time of hanging, nor can Dupenny be responsible for any consequential loss.

All labels and packaging should be retained until hanging is complete and to your satisfaction.

Preparation:

Ensure surfaces are clean, smooth and dry.

Remove any old wallcoverings and fill any holes and cracks and smooth down.

Roughen any painted surfaces with glass/sandpaper.

Scrape powdery or flaky areas and paint with an oil-based primer, allowing it to dry completely.

For best results always cross-line the wall with lining paper.

Adhesive:

This is a 'Paste The Wall' product. The decorator should paste the wall and not the paper.

A good quality, solvent-free, fungicide protected, light grade 'Tub' adhesive is recommended.

Try to avoid getting adhesive on the printed surface of the wallpaper. If it is unavoidable, gently wipe off with a clean dry sponge whilst moist, making sure to rinse it thoroughly throughout the cleaning process using clear water only and no soap or cleaning liquids of any kind.

Application:

Cut your lengths allowing for pattern matching and for final trimming top and bottom. Check that all paper is the right way up and, if unsure, consult the Dupenny website or ask your retailer.

Using a roller, apply paste evenly to the wall, covering more than enough surface area to hang one length at a time.

Use a plumb line when hanging the first length and smooth the paper to the wall using a clean, dry decorator's brush. Gently smooth out air bubbles, working from the centre towards the edges.

After hanging 3 or 4 lengths, inspect the result to ensure no shading or other faults are present.

NO claim for re-decorating costs can be allowed once more than one roll has been hung.

Butt-join each length and trim excess paper.

Wallpaper Care:

This wallpaper has a matt finish, which permits the removal of surface marks by gently dabbing with a moist sponge. DO NOT scrub or use any abrasive cleaning agents.

Warnings:

To minimize hazard in the event of fire DO NOT hang wallpapers over expanded polystyrene veneers or any other flammable products and ensure that wallcoverings are firmly stuck down, paying particular attention to edges.

For further information: www.dupenny.com