# Kährs Terms & Conditions - Purchase of consumer goods on kahrs.com, United Kingdom

## 1. About these Terms

1.1 These Terms & Conditions apply when you, as a consumer, purchase floor care products or order samples from Kährs through our website kahrs.com. By placing an order, you confirm that you have read and accepted these Terms.

1.2 The seller is **Kährs (UK) Limited**, company registration No. 01028638, 4 Sudley Road, Bognor Regis, West Sussex, PO21, VAT No. 193 0341 79.

1.3 At Kährs, we combine long-standing craftsmanship with a focus on quality, care and long-term performance. Our floor care products are designed to help preserve the beauty and durability of your floor, and we want the same sense of quality and trust to be reflected throughout your purchase experience.

1.4 The version of these Terms accepted by you at the time of purchase will apply to that purchase. Any later updates will apply only to future orders.

## 2. Orders and contract formation

2.1 You must have legal capacity to enter into a contract. You must normally be at least 18 years old or have the consent of a parent or legal guardian.

2.2 When you place an order through the Website, this constitutes an offer to purchase the selected products.

2.3 After we receive your order, we will send an acknowledgement confirming that your order has been received. This acknowledgement does not mean that your order has been accepted.

2.4 A binding contract is formed only when we send you a dispatch confirmation or other express order acceptance by email.

2.5 We reserve the right to decline an order before acceptance, for example where a product is out of stock, where there has been an obvious pricing or technical error, or where we are otherwise unable to fulfil the order.

2.6 Information that we are required by law to provide in relation to your purchase will be provided on a durable medium, normally by email.

## 3. Product information, images and specifications

3.1 We aim to ensure that all information on the Website is accurate, clear and up to date. Product descriptions, instructions, images, dimensions, technical details and other information are provided to give you the best possible understanding of the product.

3.2 However, images, illustrations, specifications, packaging and other product information may be illustrative in nature. Minor differences may occur, for example due to screen settings, manufacturing batches, packaging updates or product improvements.

3.3 If a product is intended to be used in a particular way, you should follow the instructions, safety information and care recommendations supplied with the product or otherwise made available by Kährs.

3.4 We reserve the right to make reasonable changes to product design, packaging, range and technical details, provided that such changes do not affect the product's conformity with the contract or your statutory rights.

3.5 Typographical, administrative or other obvious errors in product materials, price information, confirmations or other documents may be corrected by us. If such an error affects your order, we will contact you.

3.6 Floor samples may be ordered to provide guidance when choosing flooring. The samples are limited examples intended to show colour tone, texture and surface finish, but they cannot show the full variation that may occur in the flooring you order. Floor samples generally measure 200 mm by the plank width, except for herringbone or chevron flooring where the sample consists of a piece of flooring provided as a colour sample only.

Floor samples are supplied as is and may differ from the final product. Floor samples are not covered by the same liability, warranties or commitments as purchased products and therefore cannot be cancelled, returned or the subject of a complaint.

Kährs gives no undertaking regarding the delivery time for floor samples.

## 4. Prices

4.1 All prices are shown in GBP and include VAT. The total price, including delivery charges and any other applicable fees, is shown before you complete your purchase.

4.2 If a product has been listed at an incorrect price or with materially incorrect information, and the error was obvious or should reasonably have been recognised, the incorrect information will not apply to the purchase. In that case, we will contact you as soon as possible.

4.3 The price applicable to your order is the price shown at the time you place the order and subsequently accepted by us when the contract is formed.

## 5. Payment

5.1 Payment may be made using the payment methods available at checkout.

5.2 Depending on the method selected, separate terms from our payment provider may apply.

5.3 If payment cannot be authorised or completed, we may decline the order or suspend processing until the issue has been resolved.

## 6. Delivery

6.1 Available delivery options are shown on the Website and at checkout. Estimated delivery times are provided during the order process and in your confirmation.

6.2 Unless otherwise agreed, delivery will be completed within 30 days, in accordance with applicable consumer law.

6.3 Delivery dates are estimates unless expressly stated otherwise. We always aim to deliver within the stated timeframe.

6.4 Risk in the goods passes to you when the goods come into the physical possession of you, or a person identified by you to take possession of them.

6.5 If your order contains more than one product, we may deliver in instalments where this is reasonable and practical. This will not affect your statutory rights in relation to the rest of the order.

6.6 If delivery is delayed, we will inform you and, where possible, provide an updated estimated delivery date.

6.7 You are responsible for accepting delivery or collecting the parcel in accordance with the instructions provided.

6.8 Uncollected, refused or undeliverable parcels may be returned to us. Parcels held at a pickup point that are not collected within the time stated in the delivery notification will be returned to our warehouse or to our supplier. In all such cases, we reserve the right to charge a fee corresponding to our actual costs for shipping, return shipping and handling.

## 7. Your right to cancel

7.1 You have the right to cancel your purchase within 14 days under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

7.2 The cancellation period begins on the day you, or a person identified by you to receive the goods, takes physical possession of the goods.

7.3 To exercise your right to cancel, you must notify us within 14 days. Forms for cancellation and return are available on the Website. You may also send us another clear statement of your decision to cancel.

7.4 Information about your cancellation rights is provided before purchase and confirmed after the order is placed.

7.5 You must send the goods back without undue delay and no later than 14 days after informing us of your decision to cancel.

7.6 In the event of a cancelled purchase, you bear the cost of return shipping.

7.7 You may inspect the goods to the extent necessary to establish their nature, characteristics and functioning. If the value of the goods has been diminished by handling beyond what is necessary, we may make an appropriate deduction.

## 8. Exceptions to the right to cancel

8.1 The right to cancel does not apply to customised or personalised products.

8.2 It also does not apply to sealed goods which are not suitable for return for health protection or hygiene reasons, if they become unsealed after delivery.

8.3 Certain floor care products, including chemical products or products subject to specific safety requirements, may only be returned if unopened. This does not affect your rights in relation to faulty goods.

8.4 Failing to collect or refusing a parcel does not count as cancelling your purchase. If you wish to cancel your purchase, you must notify us in accordance with section 7. If you notified us that you wish to cancel your purchase before the parcel was returned to us, the return will be handled in accordance with sections 4, 7 and 9.

## 9. Refunds following cancellation

9.1 If you validly cancel your order, we will refund the price paid for the goods. Delivery charges are not refunded.

9.2 We will make the refund without undue delay and no later than 14 days after the day we are informed of your decision to cancel. However, we will withhold the refund until we have received the goods back or you have supplied evidence of having sent them back, whichever is earlier.

9.3 Refunds will be made using the same means of payment that you used for the original transaction, unless otherwise agreed.

## 10. Faulty goods and complaints

10.1 Your statutory rights are governed by the Consumer Rights Act 2015.

10.2 If the goods do not conform to the contract, you may be entitled to remedies including the short-term right to reject, repair, replacement, price reduction or the final right to reject, depending on the circumstances and timing.

10.3 Ordered floor samples are not eligible for claims.

10.4 If a fault becomes apparent within the first six months, it is presumed to have been present at delivery unless that presumption is incompatible with the nature of the goods or the fault, or unless we can show otherwise.

10.5 You may bring a claim for faulty goods for up to six years in England and Wales, and up to five years in Scotland, subject to applicable limitation rules.

10.6 We recommend that you inspect the goods as soon as possible after delivery, especially if transport damage or any visible issue is suspected.

10.7 When making a complaint, we may ask you to describe the issue and, in some cases, provide photographs or return the goods for inspection. You may also need to follow our reasonable instructions for handling the complaint.

10.8 If the complaint is valid, we will provide an appropriate remedy in line with your statutory rights.

10.9 If, after assessment, no fault is found or the issue is not covered by your statutory rights, we may charge a reasonable amount corresponding to our actual inspection, handling and shipping costs, where permitted by law and clearly justified.

10.10 Our instructions and recommendations regarding storage, use, care and maintenance should be followed. This does not limit your statutory rights, but it may be relevant when assessing whether a product is faulty or whether damage has arisen due to misuse, inadequate maintenance, abnormal conditions or other circumstances on the customer's side.

## 11. Guarantees

11.1 Any voluntary guarantee offered with a product is provided in addition to your statutory rights and does not affect them.

11.2 Where a guarantee is offered, information about its scope and conditions will be made available with the product or in the relevant product documentation.

## 12. Liability

12.1 Nothing in these Terms excludes or limits any liability that cannot lawfully be excluded or limited.

12.2 This includes liability for death or personal injury caused by negligence, and for fraud or fraudulent misrepresentation.

12.3 Subject to the above, we will not be liable for indirect or consequential losses to the extent permitted by law.

## 13. Events outside our control

13.1 We are not responsible for delay or failure to perform any obligation where the delay or failure results from events beyond our reasonable control.

13.2 Such events may include, for example, government action, natural events, fire, war, labour disputes, transport or logistics disruption, epidemic, pandemic, major operational disruption, or delays caused by suppliers due to such circumstances.

13.3 If such an event continues for an extended period, we will contact you to explain how your order is affected and what options are available.

## 14. Personal data

14.1 We process personal data to manage your purchase, deliver your order, handle payment, customer service, returns and complaints, and to comply with legal obligations.

14.2 We may share personal data with payment providers, logistics partners and other service providers where necessary to complete your purchase.

14.3 Further information about how we process personal data is set out in our separate Privacy Policy.

## 15. Notices and contact

15.1 If you wish to contact us regarding an order, cancellation, return or complaint, please use the contact details provided on the Website or in your order documentation.

15.2 We will normally send notices and updates relating to your purchase to the email address provided by you when placing the order.

## 16. If part of these Terms is invalid

If any provision of these Terms is found to be invalid, unlawful or unenforceable, the remaining provisions will remain in full force and effect. The relevant provision will be adjusted or disregarded only to the extent necessary.

## 17. Governing law and disputes

17.1 These Terms are governed by the laws of England and Wales, except that consumers in Scotland or Northern Ireland may also rely on any mandatory provisions of their local law.

17.2 If you have a complaint, we encourage you to contact us first so that we can try to resolve the matter.

17.3 Nothing in these Terms prevents you from bringing a claim before the courts you are entitled to use under applicable consumer law.

These terms & conditions were established by Kährs on 11/05/2026.