

REUBEN & CHAR

TERMS & CONDITIONS

The following information details the terms and conditions upon which we supply our products or services. By purchasing any of these goods or services, you agree to be bound by these terms.

www.reubenandchar.com is a division of
Urban Design Studio,
Unit 3, Westpoint Business Park,
Ballincollig, Co. Cork,
Ireland.

The prices on our website are in EURO and include EU VAT.

THE ORDER PROCESS

Once we receive your order, we will send you a confirmation e-mail with information about your order. Please check your order confirmation so that everything looks correct. If you have any questions or concerns, please contact our customer service immediately. Please save the order confirmation email incase you need to contact us. If you would like to cancel or change your order, please get in touch with our customer service as soon as possible.

PAYMENT OPTIONS

We accept the following payment methods: Credit or Debit Card, Paypal.
We accept VISA and MasterCard.

PRODUCTION AND DELIVERY TIMES

We will make every effort to deliver orders and services in good time. Our quoted delivery times are approximate. Delivery time: 3 - 7 working days depending on where you live. We cannot be held responsible for delays or errors made by third party courier or postal services. We will always ensure that the order is securely packaged. Any damage that the package may incur during transit should be noted upon delivery and signed for as damaged. The customer is responsible for any customs duties and taxes levied at the point of entry into the destination country.

QUALITY OF GOODS

The product should be inspected prior to installation. Any defects should be reported to Reuben and Char, claims cannot be made after the product has been used or installed. Hanging costs will not be refunded, therefore please be sure to check the condition of your product before hanging or mounting.

Minor variations in colour may occur between prints, we can only offer replacements when it is agreed that the variations are evidently noticeable.

Variations of colours may occur between on-screen proof and physical product. We cannot be held responsible for discrepancies between monitor settings. Where colour matching is important, we recommend and offer a printed sample prior to purchase to ensure colours are acceptable. Claims for colour variations cannot be made unless printed sample has been requested and approved.

RETURNS & COMPLAINTS

The wallpaper is custom made to fit your wall and cannot be returned.

We sell all products with a one year guarantee. The product guarantee covers only the initial error, i.e., errors contained in the product upon delivery. Faulty or damaged products upon arrival are returned and exchanged free of charge.

We will not replace any additional costs that may arise due to a product is damaged, faulty or defective, such as extra work, materials or the like. It is up to the customer to check the product before installing it. We do not reimburse for faulty installations. If any dispute arises, the public complaints committee recommendations will be followed.

REUBEN & CHAR

TERMS & CONDITIONS

Any products or services with apparent defects caused by Reuben and Char will be replaced or refunded. Products or services that become unavailable within the 30 days from payment will be arranged for a later delivery date or refunded according to our refund policy.

This does not affect your statutory rights.

For returns or complaints, please contact customer service at hello@reubenandchar.com or telephone +353 (0) 21 434 7542 mon - fri 9am-5pm

USE OF PERSONAL DATA

Through your registration and/or order you agree that Reuben and Char use information about your purchases as well as the contact information you provide. The data is stored and used to enable us to fulfill our commitment to you, and better able to satisfy your needs as a customer and provide you with better service. The data is stored and also used for information and marketing purposes. This means that Reuben and Char, unless you in writing objected to it, may use your personal information to contact you by email with newsletters, by SMS, email or direct mail.

We treat your personal information with the utmost care and ensure that you're customer data is only used by Reuben and Char. Reuben and Char will not, without your consent, pass on your contact details unless it is required by law, if it is necessary for your order with us or if it is needed to protect the rights and properties of Reuben and Char.

PAYMENT SECURITY

We offer a secure card payment with all major credit and debit card brands, in collaboration with the payment provider Stripe. Reuben and Char never handle or save any card details.

More information can be found on Stripe's website.

INFORMATION ABOUT COOKIES

This website uses a so-called session cookie to keep track of users so that the server will not confuse customers shopping carts and the like. It's not a permanent cookie but is only session-based, and it is removed directly after visits. The cookie does not store any information about users.

Thank You
Reuben and Char,
C/O Urban Design Studio,
Unit 3, Westpoint Business Park,
Ballincollig, Co. Cork,
Ireland.