These terms explain how Wallis-Smith Limited (trading as Fritz Fryer Lighting) supplies goods and services to you.

Plain English summary for consumers:

• Who we are and how to contact us are in section 19.
• When you buy as a private individual for personal use, UK consumer law applies. If you buy for business use, our business terms apply instead.
• You can cancel most online/telephone consumer orders within 14 days of receiving your goods (see section 14). Bespoke/customised items are excluded.
• If your item is faulty, you have strong rights (see sections 13, 16 and 11.6).

Consumer definition: You are a consumer if you are an individual buying wholly or mainly for personal use and not for your trade, business, craft, or profession. If you are not a consumer, you are a business customer and the business-only terms marked “B2B” apply to you.

Please read these terms carefully before you submit an order, they tell you who we are, how we will provide products to you, how you and we may change or end the contract, what to do if there is a problem and other important information. If you think that there is a mistake in these terms, please contact us to discuss.

There are some important differences depending on whether you are buying as a business or a consumer:

- You are a consumer if you are an individual buying wholly or mainly for personal use and not for your trade, business, craft, or profession.
- If you are not a consumer, you are a business customer and the business-only-terms marked “B2B” apply to you.

1. Definitions

1.1. **Seller/We/Us/Our** means Wallis-Smith Ltd. trading as Fritz Fryer Lighting and also referred to as Fritz Fryer. We are a manufacturer and restorer of light fittings and lighting products, made in the UK. Company number – 06510359 VAT Number: GB926360033.

1.2. **Buyer/You/Buyer/Customer** means the person who buys or agrees to buy the goods from the Seller also referred to as customer, client, you.

1.3. **Conditions** means the terms and conditions of sale as set out in this document and any special terms and conditions agreed in writing by the Seller.

1.4. **Goods** means the products and services you purchase from us.

1.5. **Bespoke Goods** means any customised or made-to-order product or any variation from our standard options available online at the time of ordering (e.g., non-standard flex/metal finishes or custom builds).

1.6. **Price** means the price of the Goods, excluding VAT (where applicable), delivery, packaging and insurance.
Note: Where consumer law requires a specific meaning, that legal meaning applies.

2. Conditions

2.1. Business customers (B2B): these terms are the entire agreement and prevail over your purchase terms unless we agree otherwise in writing.
Consumers: nothing in these terms affects your statutory rights. Marketing images and descriptions are for guidance only, but your legal rights apply if goods are misdescribed.

2.2. These Conditions form the basis of the contract between the Seller and the Buyer in relation to the sale of Goods and Services, to the exclusion of all other terms and conditions including the Buyer's standard conditions of purchase or any other conditions which the Buyer may purport to apply under any purchase order or confirmation of order or any other document. No other conditions or terms whatever whether oral or written regardless of the date or dates upon which they were sent or exhibited by the customer shall affect or vary these conditions upon which the contract is made.

2.3. All orders for Goods shall be deemed to be an offer by the Buyer to purchase Goods from the Seller pursuant to these Conditions.

2.4. Acceptance of Fritz Fryer's offer to supply Goods and/or delivery of the Goods shall be deemed to be conclusive evidence of the Buyer's acceptance of these Conditions.

2.5. Any changes to these terms must be agreed in writing. Verbal advice is non-binding unless we confirm it in writing.

2.6. These Conditions represent the whole of the agreement between the Seller and the Buyer. They supersede any other conditions previously issued.

2.7. Any samples, drawings, descriptive matter or advertising issued by the Seller and any illustrations or descriptions of the Services contained in the Seller's catalogues or brochures are issued or published for the sole purpose of giving an approximate idea of the Services and/or Goods described in them. They shall not form part of the Contract or have any contractual force.

2.8. If we've made a clear pricing or typographical error, we may correct it and, if necessary, cancel and refund before dispatch.

2.9. In the event of any conflict between the provisions of an order submitted by the Buyer and the provisions of any quotation or order acknowledgement issued by the Seller or these Conditions, the provisions of the quotation, order acknowledgement or these Conditions (as applicable) shall prevail.

3. Placing an Order

3.1. Orders can be placed by phone, email, website or in writing.

3.2. Quotes/estimates are valid for 30 days unless withdrawn sooner.

3.3. Please check your quote/invoice carefully before paying. Payment confirms your order details.

3.4. The Buyer shall be responsible to the Seller for giving the Seller any necessary information relating to the Goods and/or Services within a sufficient time to enable the Seller to perform the Contract in accordance with its terms.

3.5. **If you are purchasing as a business (B2B)**:
Once ordered, cancellation requires our written agreement and may incur costs including a typical 30% restocking fee plus any manufacturing/storage costs.

4. Payment and Interest

4.1. **Consumers:** We take payment before production/dispatch (proforma). Your contract is formed when we confirm acceptance (invoice/sales receipt).

4.2. **B2B:** Credit terms may be agreed separately; otherwise proforma applies.

4.3. The Buyer shall pay all amounts due to us under these terms in full and not exercise any rights of set-off, counter-claim, deduction or withholding against invoices submitted by the Seller (other than any deduction or withholding of tax as required by law).

4.4. We may cancel orders with obvious pricing errors before dispatch.

4.5. Late payments may incur interest at 2.5% per year above HSBC base rate, accruing daily until paid.

5. Payment Methods

5.1. We accept major debit/credit cards (online) and bank transfer (quote/invoice number as reference).

5.2. **B2B** & Overseas payments: bank transfer only.
5.3. Our bank details can be found on our proforma, estimate or invoice.

6. Goods

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• Colours/finishes may vary slightly due to hand‑made processes and display settings. This does not affect your legal rights if goods are misdescribed.
• Samples: invoiced and refundable if returned within 30 days in original condition; you cover return costs.
• Antique/hand‑made nature: reasonable variations (e.g., bubbles in glass, patination) are normal.

6.1. We work to the specification on your invoice/quote/estimate. We may make minor legal/safety improvements.

6.2. Colours/finishes may vary slightly due to hand-made processes and display settings. This does not affect your legal rights if goods are misdescribed.

6.3. At our discretion we may agree to loan Goods to you for use as samples. Samples: invoiced and refundable if returned within 30 days in original condition; you cover return costs.

6.4. **Nature of Goods**:

6.4.1. Unless specified, all goods in our 'Antique Collection', those described as ‘antique’, ‘vintage’ or ‘original’ are to be considered as ‘used’. This means that signs of wear and minor damage are likely to be present. We undertake to mention in item descriptions only those things that may be considered to be of major structural or aesthetic concern. We will supply detailed condition descriptions on any item upon request.

6.4.2. Our modern glass shades are hand blown and our metal work is hand coloured. As such they feature unique characteristics such as air bubbles in the glass, minor tooling marks and variations in colour. These differences may be considerable between different batches, making replacement products difficult to match.

7. Bespoke Items

7.1. Please be aware, we will not copy designs from other designers. If you provide specifications, you confirm they are accurate and do not infringe third-party rights (including patents, registered designs and other intellectual property rights). We will not be liable for any loss or damage that arises as a result of us following a specification you have provided.

7.2. If a third-party brings a claim against us alleging its rights have been infringed as a result of us following the specification, you will be responsible for, and shall indemnify us by paying, all liabilities, costs, expenses, damages and losses (including any direct, indirect or consequential losses, loss of profit, loss of reputation, all interest, penalties, legal and professional costs alongside expenses) that we suffered or incur in connection with such a claim. We may amend any specification for the same reasons we might amend the items (due to laws and safety) or to avoid any actual or likely infringement of third-party rights.

7.3. We may change a specification to comply with laws or make minor technical adjustments and improvements for safety or performance purposes, for example.

7.4. We retain the Intellectual Property Rights for all bespoke designs we make on your behalf unless expressly agreed by us, in writing.

7.5. The Buyer shall be responsible to the Seller for ensuring the accuracy of the terms of any Order (including any applicable specification) submitted by the Buyer, for giving the Seller any necessary information relating to the Goods and/or Services within a sufficient time to enable the Seller to perform the Contract in accordance with its terms and for providing any materials the Seller may reasonably require to supply the Services.

7.6. No order for bespoke or custom made items which has been accepted by Fritz Fryer may be cancelled by the Buyer, except with the agreement in writing by Fritz Fryer and on terms which the customer shall indemnify Fritz Fryer in full against all loss (including loss of profit), costs (including the cost of all service, materials and labour used) damages, charges and expenses incurred by Fritz Fryer as a result of the cancellation.

8. Lead Times

8.1. All our products are handmade to order and lead times quoted (including those on our website, order confirmation, or otherwise communicated) are **estimates only**. While we make every effort to meet these timescales, our products are handmade and delays can occasionally occur.

8.2. **Essential Deadlines**
If you require delivery by a specific date that is **essential** (for example, for a project handover or event), this must be agreed with us in writing before the order is accepted. Unless such agreement is made, time shall **not** be of the essence in respect of delivery. Storage charges may apply if delivery is postponed at your request.

8.3. **Delays**

8.3.1. If we are unable to deliver within the quoted lead time, we will notify you with an updated estimated delivery date.

8.3.2. **For consumers:** if we fail to deliver within a reasonable time after notification, you may cancel the contract and receive a refund of any sums paid for the goods not delivered.

8.3.3. **B2B:** delays in delivery shall not entitle you to cancel or terminate the contract, nor withhold payment, unless expressly agreed in writing.

8.4. **Cancellation of Bespoke Orders**
Bespoke or made-to-order products cannot be cancelled once production has commenced, except where we fail to deliver by an expressly agreed essential deadline, and you have notified us in writing that delivery by that date is essential.

8.5. Lead times are dependent on receipt of the Deposit (where applicable), payment of the final invoice, availability of materials, the Customer supplying all other necessary information required for the Order, and complying with these Terms and Conditions.

8.6. For standard products, please refer to the lead time on the specific product page. Lead times given are the lead time for processing of the order, and not including delivery.

8.7. All lead times quoted for a specific order are given based on the current stock level at the time of quoting. Until an order is placed and payment received, the lead times may change.

8.8. Antique restoration work carries a variable lead time depending on the workload that we have at the time. You will be informed of the current lead time when we send an estimate for the work.

8.9. Bespoke/custom made products carry a variable lead time up to 16 weeks, you will be informed of the lead time during the design process.

8.10. **<u>If you are a business:</u>**
It is your responsibility to supply your client with your own lead time, after checking with us the current lead time for the product.

8.11. Fritz Fryer will not be liable for any loss, damage, injury or expense either direct or indirect which may be suffered by the customer by reason of late delivery of the goods from whatsoever cause such late delivery may arise, as an example, but not limited to, electricians fees and equipment hire.

8.12. If the Buyer fails to take delivery of Goods or fails to give the Seller adequate delivery instructions at the time stated for delivery (otherwise than by reason of any cause beyond the Buyer's reasonable control or by reason of the Seller's fault) or if Fritz Fryer are required by the Buyer to withhold delivery of goods after the agreed delivery date, the Buyer shall pay to Fritz Fryer a weekly storage charge calculated from the total contract price and volume, which charge shall be added to the contract price.

9. Order Delivery

9.1. After you enter into the Contract we will contact you with an estimated delivery date (lead-time).

9.2. If delivery is delayed by an event outside our control we will inform you of this and of steps being taken to minimise delay.

9.3. If delivery is attempted and failed, and you do not re-arrange delivery, we will contact you for further instructions and may charge you for storage and further delivery. If we cannot contact you or re-arrange delivery or collection, we reserve the right to terminate the Contract.

9.4. Because of the risk that delivery could be delayed, or that Goods could be damaged, you should avoid scheduling or committing to any 3rd party products or services (including hiring electricians and tradespeople) until after the Goods have arrived and you have checked they are complete and undamaged. We will not be liable for any 3rd party costs (including cancellation or call-out fees) which result from Goods not arriving on time or in working order.

9.5. Title will pass to the customer upon completion of full payment.

9.6. Unless otherwise agreed, you are responsible for obtaining (at your own cost) any import licences or consents required in relation to the goods and for any customs or excise fees, duties or charges.

9.7. **Consumers:**

9.7.1. The Goods will be delivered to your chosen address and become your responsibility from the time they are delivered.

9.7.2. Items can be collected from our Ross On Wye premises with prior notice during our opening times as displayed on our website. www.fritzfryer.co.uk

9.7.3. If we terminate the Contract under Paragraph 9.3. above, we may keep a portion of the amount paid to cover our costs. Your statutory remedies for delay/faulty goods are unaffected.

9.8. **If you are a business:**

9.8.1. Orders placed by Retailers will be shipped to your retail address. We do not drop ship without prior written agreement.

9.8.2. From the time of delivery, the goods shall be at your risk and you shall be solely responsible for their custody and maintenance as if you were the owner.

9.8.3. You are responsible for inspecting the goods and making sure they match your original order.

9.8.4. Except where otherwise stated goods are offered where lying.

9.8.5. Goods sold "loaded at site" will be dispatched according to the customer's instructions but the risk in such goods will pass to the customer from the time of loading.

9.8.6. Goods sold "delivered" will be dispatched by any means of transport at Fritz Fryer's option unless otherwise agreed in writing. All unroading and demurrage charges which may be incurred will be charged to the customer. It is an implied condition that where Fritz Fryer sells goods "delivered to the customers premises or site" the adequate facilities and manpower exist for so doing by road and/or rail and for unloading.

9.8.7. Where Goods are to be delivered in instalments, each delivery shall constitute a separate contract to which all of these Conditions shall apply and failure by the Seller to deliver any one or more of the instalments in accordance with these Conditions or any claim by the Buyer in respect of any one or more instalments shall not entitle the Buyer to treat the Contract as a whole as repudiated.

10. Pricing of Goods

10.1. The Price is the price quoted on the Seller's Proforma/Quotation/Estimate or Invoice (Quotations/Estimates/Proformas are valid for a period of 30 days from the date issued).

10.2. The Goods are subject to VAT (where applicable) and any other taxes, duties or charges (including customs charges).

10.3. We will pass on changes in the rate of VAT. If the rate of VAT changes between your order date and the date we supply the product, we will adjust the rate of VAT that you pay, unless you have already paid for the product in full before the change in the rate of VAT takes effect. For all customers ordering from outside of the UK, British VAT is not applicable; however local tax in your residing country is liable to be paid upon delivery, unless you opt for and have prepaid shipping and duties (as detailed on your invoice). Our courier acts as our customs broker and is responsible for collecting any applicable taxes and duties owed to pay onward to your residing country's tax and customs office.

10.4. The price of the Goods is the price set out in the Order, or, if no price is quoted, the price set out in our published price list in force on the date of delivery. Any amounts due to us under the Contract must be paid in full without any set-off or deduction.

10.5. If you are a Business who we agree to provide Goods to on credit, all payments are due 30 days from the date of the invoice (unless alternative terms are agreed between you and us in writing.

10.6. Any overseas orders shall be charged in UK Sterling (£ GBP) at current exchange rates. The company has no control or liability over these rates.

10.7. Prices quoted in GBP £ on the website include UK sales tax (VAT) where applicable. Nb, VAT is not added to antique and vintage items and cannot, therefore, be reclaimed. Where prices are quoted in EUR € or USD $, they are ex. VAT and all taxes or import duties are payable by the Customer. These prices are converted to GBP £ at the time of payment and we have no control over the rate of currency conversion, which is variable.

11. Liability

11.1. What we cannot exclude

Nothing in these Terms excludes or limits any liability that cannot legally be excluded, including liability for:

11.1.1. death or personal injury caused by our negligence,
11.1.2. fraud or fraudulent misrepresentation,
11.1.3. defective products under the Consumer Protection Act 1987,
11.1.4. breach of your ownership rights in the goods (title).

11.2. General limitations

11.2.1. We are not liable for loss or damage caused by misuse, modification, or failure to follow installation/safety instructions for the goods.

11.2.2. We are not responsible for any third-party costs (such as electrician's charges) arising from delays, cancellations, or defects, unless we have expressly agreed to cover these in writing.

11.2.3. Our liability for bespoke goods is also subject to the special terms in clause 7 (Bespoke Goods).

11.3. If you are a business customer, B2B:

11.3.1. Except as stated in section 1 above, we shall not be liable for:
11.3.1.1. indirect or consequential losses,
11.3.1.2. loss of profits, revenue, business, goodwill, or data,
11.3.1.3. anticipated savings,
11.3.1.4. damage to reputation.

11.3.2. Our total liability under each contract will not exceed the greater of:
11.3.2.1. the price paid for the goods under that contract, or
11.3.2.2. the reasonable cost of obtaining equivalent replacement goods in the cheapest available market, less the price paid.

11.3.3. For property damage or personal injury caused by our negligence, our liability is capped at £1,000,000.

11.3.4. All terms implied by law (including sections 13–15 of the Sale of Goods Act 1979 and sections 3–5 of the Supply of Goods and Services Act 1982) are excluded to the fullest extent permitted by law.

11.4. If you are a consumer:

11.4.1. If we breach these Terms, we are responsible only for loss or damage that is direct and foreseeable (i.e. an obvious consequence, or one both parties contemplated when entering the contract).

11.4.2. We are not responsible for losses that are unforeseeable, indirect, or caused by something outside our control.

11.4.3. We do not exclude liability for goods that are defective under the Consumer Protection Act 1987 or that are not:

11.4.3.1. as described,
11.4.3.2. of satisfactory quality,
11.4.3.3. fit for the purpose you made known to us at the time of order, or
11.4.3.4. supplied with reasonable skill and care.

11.4.4. We only supply goods for domestic and private use. If you use goods for business, commercial, or resale purposes, we will not be liable for any business-related losses (such as profit, revenue, or opportunity).

12. Copyright & Intellectual Property Rights

12.1. All images and designs on our website are the copyright of Fritz Fryer Antique Lighting.

12.2. Our website and its content is copyright of Wallis-Smith Ltd. t/as Fritz Fryer - © Fritz Fryer 2020. All rights reserved.

12.3. Any redistribution or reproduction of part or all of the contents in any form is prohibited other than the following:

12.3.1. You may print or download to a local hard disk, extracts for personal and non-commercial use only.
12.3.2. You may copy the content to individual third parties for their personal use, but only if you acknowledge our website as the source of the material.

12.4. You may not, except with our express written permission, distribute or commercially exploit the content. Nor may you transmit it or store it in any other website or other form of electronic retrieval system.

12.5. **<u>If you are a business:</u>**
Upon opening a trade account with us, you will have access to our Dropbox folder with indexed images of our Goods. It is only from here that you have permission to use our images for any advertising purposes, social networking, sharing with your customers, etc. Using images from our website or social media is not permitted and may breach copyright laws.

13. Lost and Damaged Orders

Please check items as soon as possible and tell us about any damage or shortages.

13.1. All orders should be thoroughly examined as soon as possible. Ideally notify us within 48 hours of any damaged or missing items so we can investigate with the courier. It is the responsibility of the Buyer to examine the goods immediately on receipt. **Consumers:** Your statutory rights are not affected - you have up to 30 days to reject faulty goods.

13.2. If the Buyer chooses not to inspect the Goods, they will be accepted by the Buyer to be without defect or damage.

13.3. Please do not dispose of the damaged goods or packaging until the Seller confirms you may do so, as they will be required for insurance purposes.

14. Cancellation of Orders

14.1. **Consumer:** Cancellations and Returns
14.2. Cooling-off period: You have 14 days from the day after you receive your goods to tell us you're cancelling (online/phone sales). You then have another 14 days to return them.

14.3. **Exclusions:** Bespoke/customised items cannot be cancelled unless faulty.

14.4. **Returns:** Items must be unused and in original condition/packaging. You pay return costs unless goods are faulty, misdescribed, mispriced, or delivery is seriously delayed for reasons not caused by you.

14.5. Refunds: Within 14 days of receiving the return, to your original payment method. We may deduct for handling that reduces value.
14.6. B2B Returns:
14.7. No change-of-mind returns. Where we agree to cancel, charges may include a typical 30% restocking fee plus manufacturing, delivery and storage costs.
14.8. Faulty/defective B2B goods will be repaired or replaced under the B2B warranty (section 16).

14.9. **<u>Returning Items</u>**

14.9.1. Any items being returned to us under paragraphs 14.1 or 14.2. must be returned in the same condition as they were sent. They must not have been installed or used.
Return address:
Fritz Fryer Lighting
Unit 3, Alton Business Park,
Ross-On-Wye,
Herefordshire,
HR9 5BP
14.9.2. The items returned must be well packed. Return postage is at your cost (unless goods are being returned under paragraphs 14.4 and we strongly recommend you obtain proof of postage as we are responsible for your parcel only once it has been received by us. Any loss or breakages will be your responsibility and will result in the guarantee being void.
14.9.3. We cannot send out replacement products until faulty goods have been returned, received and tested.
14.9.4. Any products modified at the request of the buyer and bespoke items cannot be refunded.

15. Termination

The Contract will end once we have finished providing the goods (and any related services), except that either you or we may terminate the contract where permitted under these terms, or in the event of a material breach by the other party which (if it can be remedied) if not remedied within 4 days of that party being notified of the breach having occurred.

15.1. We may terminate the Contract if:
15.1.1. You do not make any payment, in whole or part, to us when due and do not make the payment within 7 days of us reminding you payment is due;
15.1.2. You do not, within a reasonable time of us asking for it, provide us with information required for us to provide the goods;
15.1.3. You do not, within a reasonable time, allow us to deliver the goods to you or collect them from us;
15.1.4. You become insolvent or bankrupt, unable to pay debts when due, enter into administration or liquidation; and
15.1.5. We reasonably believe you cannot, or will not, pay for the goods in full.

15.2. If payment by the Buyer under this contract becomes overdue, in whole or in part, or if the Buyer shall commit any other breach of this Contract as described above we may (without affecting any of our other rights or remedies) suspend performance of our obligations (including the delivery of goods) and treat this contract as discharged. We may repossess the Goods and any others that at that time have not been settled and paid and shall be entitled to enter upon any premises where the Goods may be situated for that purpose.

16. **Warranty**

<u>If you are a consumer:</u> We offer a 24-month warranty on our products. In the unlikely event that your Goods develop a fault within 24 months of purchase, we will repair them free of charge. If we cannot (or it is not economically viable to) repair the Goods, we will provide you with Goods of equivalent specification as a replacement.

16.1. Should your light develop a fault within the warranty period, please contact us on ask@fritzfryer.co.uk before returning the item to us.

16.2. We test each faulty product and repair or replace, at our discretion, providing the item has not been modified, abused (including failure to follow our instructions, improper installation or operation; misuse including use of incorrect lamp, abuse, neglect, clearing or accident).

16.3. The Warranty does not apply to any patina or loss of finish.

16.4. In addition to this warranty some products we supply (e.g. LED lamps) come with a manufacturer's warranty and this will be clearly shown on packaging or fitting instructions, please retain these items for proof.

16.5. Fritz Fryer Lighting is unable to repair or replace products that have not been purchased directly from us.

16.6. The warranty is an exclusive remedy and Fritz Fryer shall not be liable for any direct or indirect loss or damage suffered by you or a third-party resulting from such faults or defects (including, but not limited to, transport costs, costs of replacement goods, electrician's fees, loss of profit, loss of contract).

16.7. This warranty does not affect your statutory rights, it is in addition to these rights and does not affect your legal right to reject the Goods or to cancel the Contract if you change your mind.

16.8. **<u>If you are a business:</u>**

If you are a business customer we warrant that on delivery, and for a period of 12 months from the date of delivery (warranty period), any products which are goods shall:

- conform in all material respects with their description and any relevant specification; and
- be free from material defects in design, material and workmanship.

16.9. If:

16.9.1.1. you give us notice in writing during the warranty period within a reasonable time of discovery that a product does not comply with the warranty set out in clause 16.9;

16.9.1.2. we are given a reasonable opportunity of examining such product; and

16.9.1.3. you return such product to us at our cost, we shall, at our option, repair or replace the defective product, or refund the price of the defective product in full, subject to clause 16.11

16.10. We will not be liable for a product's failure to comply with the warranty in clause 16.9 if:

16.10.1. you make any further use of such product after giving a notice in accordance with clause 16.10.1;

16.10.2. the defect arises because you failed to follow our oral or written instructions as to the storage, installation, commissioning, use or maintenance of the product or (if there are none) good trade practice;

16.10.3. the defect arises as a result of not following any drawing, design or specification supplied by us with the product(s);

16.10.4. you alter or repair the product without our written consent; or

16.10.5. the defect arises as a result of fair wear and tear, wilful damage, negligence, or abnormal working conditions.

16.11. Except as provided in this clause 16.9, we shall have no liability to you in respect of a product's failure to comply with the warranty set out in clause 16.10.

These terms shall apply to any repaired or replacement products supplied by us under clause 16.2.

16.12. Whilst you may be purchasing our products for the basis of re-sale, you are not and are not entitled to describe yourself as one of our official resellers.

16.13. The products are our (or our licensors') intellectual property and nothing in these terms shall confer any licence or grant any rights in relation to in relation to the products or our trademark(s).

16.14. If you are contracting as a business customer you agree to indemnify us for any loss, damage or injury which occurs to any persons or property and any claims, actions and expenses or liabilities that we suffer as a result of your negligence or breach of these terms.

17. Data Protection

We collect and process personal data (including names, addresses, email, telephone number and payment details) in order to process and fulfil orders. We will make sure your information is kept safe and secure. If you purchase or enquire about a product then, unless you choose to opt-out, we will contact you from time to time with news and information about our products. We will always allow you to unsubscribe to Newsletters, but reserve the right to contact you for business reasons, such as but not limited to, delivery instructions, requests for information necessary to complete orders

18. Changes

We reserve the right, at our sole discretion, to modify or update these terms at any time. If a revision is material we will try to provide at least 30 days notice prior to any new terms taking effect. What constitutes a material change will be determined by us at our sole discretion.

By continuing to access or use our Service after those revisions become effective, you agree to be bound by the revised terms. If you do not agree to the new terms, please stop using the Service.

19. About Us

Fritz Fryer Lighting specialises in lighting. Fritz Fryer Lighting manufactures contemporary lighting products and custom designs, as well as restoring vintage and antique lighting and offering lighting design and scheme services.

Telephone: 01989 567416
Email: ask@fritzfryer.co.uk

Our Headquarters: Unit 3, Alton Business Park, Alton Road, Ross on Wye, HR9 5BP
London Showroom: 1 Albemarle Way, London, EC1V 4JB
Registered office (no mail please) St Ethelbert House, Ryelands St, Hereford HR4 0LA.

Company Number: 06510359

VAT Registration Number: GB926360033