

TERMS & CONDITIONS

Business Name: The Gizmo (Sole Trader)

Trading Address: 9 Glen View, Bingley, BD16 1JE, United Kingdom

Email: carl@thegizmo.co.uk

Phone: +44 7412 356665

1. Overview

These Terms & Conditions apply to all purchases made through our website. By purchasing The Gizmo, you agree to these terms.

The Gizmo is operated as a sole trader business based in the United Kingdom.

2. Product Description

The Gizmo is a battery-powered device designed for professional window cleaning use.

It is:

- Designed for trade professionals
- Not submersible
- Not intended for pressure washing
- Designed to be installed onto existing brush heads and poles

Installation requires a screwdriver. Full instructions are included.

3. Orders & Payment

We accept payment via:

- Stripe (all major debit/credit cards)
- PayPal

Payment must be received in full before dispatch.

We reserve the right to refuse or cancel orders if fraudulent activity is suspected.

4. Pricing

All prices are listed in GBP (£).

We are not currently VAT registered.

Prices may change without notice but will not affect orders already placed.

5. Dispatch & Delivery

Orders are dispatched within **1–3 working days** if in stock.

If an item is out of stock, we will contact you directly to confirm lead time.

We ship via **Royal Mail Tracked 48**. Delivery times are estimates and not guaranteed.

We are currently shipping within the United Kingdom only. International shipping may be offered in the future.

6. Returns (Consumer Contracts Regulations)

Under UK law, customers have the right to cancel their order within **14 days** of receiving the item.

To qualify for a change-of-mind return:

- The item must be unused
- The item must be returned in original condition
- The customer is responsible for return postage

Original postage costs will not be deducted from your refund.

Refunds will be processed within 14 days of receiving the returned item.

7. Faulty Goods (Consumer Rights Act 2015)

If your product develops a fault within 30 days of delivery, you are entitled to a repair or replacement in accordance with UK consumer law.

After 30 days, warranty terms apply.

8. Warranty

The Gizmo includes a **12-month limited warranty** covering:

- Manufacturing defects
- Battery failure under normal professional use

This warranty does NOT cover:

- Water ingress caused by misuse
- Submersion or pressure washing
- Accidental damage
- Physical damage
- Modifications or tampering
- Normal cosmetic wear
- Improper installation

Warranty remedy is repair at our discretion.

Customers are responsible for return postage for warranty claims.

9. Modifications

Any modification, disassembly, or alteration of the device voids the warranty immediately.

10. Limitation of Liability

Our liability is limited strictly to the purchase price of the product.

We are not liable for:

- Loss of income
- Loss of business

- Damage to third-party equipment
- Indirect or consequential loss
- Improper installation or misuse

Nothing in these terms limits liability where it would be unlawful to do so under UK law.

11. Proper Use

The Gizmo must be installed and used according to the provided instructions.

The user is responsible for ensuring correct installation and safe use.

12. Governing Law

These terms are governed by the laws of England and Wales.