

§ 1 Pricing information

All specified prices on this website are in pounds sterling and inclusive of the applicable VAT rate of 17.5 %. However, we cannot be held responsible for any errors made in connection with the prices specified on this website.

Where items are shipped to addresses outside the EU, the invoice amount does not include VAT. The VAT rate applicable in the UK will apply to all shipments within the EU. Any import duties are to be borne by the customer. As import duty rates are beyond our control, we are unable to provide information on the current rates.

§ 2 Delivery

Delivery of items will be undertaken by Royal Mail within 5 to 8 working days, provided that the ordered items are in stock. Please bear in mind that our products are not mass-produced and that in exceptional cases delivery periods may therefore be longer. In case of a supply shortage we will keep you informed with regard to the delivery date of the product. In case of a delay in the supply of particular products, we reserve the right to make partial deliveries

Standard deliveries:

£ 4.95 for deliveries in the UK. Delivery within 5 to 8 working days.

Express deliveries:

£ 9.95 for deliveries in the UK. Delivery within 4 working days.

Overseas and Non-Mainland UK:

Delivery costs will be charged as incurred.

§ 3 Furniture

Shipment costs for furniture will be charged on an individual basis as incurred. Upon receipt of your order we will inform you about the expected costs.

§ 4 Payment

You will receive an invoice together with the items you have ordered. All transactions are made in pounds sterling.

By credit card:

Torquato accepts the following credit cards: American Express, Diners Club, Eurocard/Mastercard and VISA.

Payment in advance:

Simply pay the invoice amount in advance by bank transfer into our account. The goods will be delivered upon receipt of payment.

By invoice:

For orders up to £ 200 we offer the possibility to pay by invoice. The invoice amount is payable net within 14 days. For new clients or in special cases Torquato reserves the right to accept only the payment by credit card or payment in advance.

§ 5 Order Cancellation

You have the right to cancel your order with Torquato within 30 days without stating reasons. We will return any payments you may already have made to Torquato immediately.

§ 6 Return of Goods

You are entitled to return the items within 14 days after delivery.

The goods must be in the same condition as when they were delivered to you. You are under an obligation to ensure that the items will not be damaged in transit, even if the goods were damaged or defective when they were delivered.

Please use the form which is attached to the enclosed invoice for returning goods.

Please return goods to the following address:

TORQUATO STOCK RETURNS

Logistics Warehouse, Bay 28
Hellmann Worldwide Logistics Limited
Kuhlmann House, Lancaster Way
Fradley Park, Lichfield
Staffs. WS13 8SX
United Kingdom

In order to avoid any additional risks, please return the delivery by registered mail.

We will immediately refund any credit you may have with Torquato as a result of the return of goods by crediting your credit card (in case you have paid by credit card) or by bank transfer to your bank account (in case you have paid in advance by bank transfer). It is also possible to have your customer account credited in case you wish to make further purchases at Torquato.

In case, contrary to our expectations, the goods do not live up to your expectations, please let us know. We are committed to a customer-oriented business policy and try to satisfy our customers, even after the deadline for returning the goods has expired. Please do not hesitate to contact us.

§ 7 Privacy policy

Torquato will use your personal data to process your order and, where necessary, may make data available to third parties such as delivery agents. Torquato may use your data for advertising purposes and may pass on information in the form of address data lists for its own marketing purposes or those of partner companies. You have the right to object to the circulation of your data at any time.

§ 8 Miscellaneous

All our offers are subject to change. In order to make your purchase decision as easy as possible, we provide as much accurate product information and as many detailed illustrations as possible. However, we reserve the right to deliver goods which may deviate slightly from the illustrations or specifications.