

WEBSITE TERMS & CONDITIONS (UK)

Choppingbloc — www.choppingbloc.co.uk

Last updated: 23/01/2026

1) WHO WE ARE

“Choppingbloc” (“we”, “us”, “our”). [LEGAL STATUS: Sole trader Choppingbloc registered in England & Wales]

Geographic address: 19A Hinksford Lane, Swindon, Dudley, Dy34nu

Email: enquiries@choppingbloc.co.uk | Tel: 07751942056

We are not VAT-registered (prices do not include VAT).

We do not operate a retail premises; visits are by appointment only. We must still display a geographic address and contact details on the website.

2) WHAT WE DO & WHERE WE SELL

We design, make and install products and provide related services on the customer’s site. We do not sell from our home, and we do not currently sell via online checkout.

3) QUOTES, ORDERS, DEPOSITS & INVOICING

3.1 Quotes are valid for the period stated (or 30 days if none is stated).

3.2 Order formation. An order is formed when you accept our quote in writing (email is fine) and we confirm.

3.3 Deposits & materials. Many projects are bespoke and require upfront materials. If you cancel after we’ve ordered materials and/or started production, we may retain or charge only our reasonable direct costs already incurred (e.g., materials purchased, supplier fees, reasonable labour to date). We’ll itemise these.

3.4 Electronic quotes & invoices (QuickBooks). We issue quotes, invoices and receipts electronically via QuickBooks. Please ensure the contact email you give us is correct and monitored. By placing an order, you agree we may send these documents electronically. Paper copies are available on request.

4) BESPOKE / CUSTOM-MADE ORDERS

Most orders are bespoke to your measurements/specifications. Bespoke/custom items are not eligible for change-of-mind refunds. This does not affect your statutory rights if items are faulty or not as described.

5) YOUR STATUTORY RIGHTS (CONSUMERS)

Goods must be as described, satisfactory quality and fit for purpose; remedies include repair/replacement or refund (including a short-term right to reject). Services must be performed with reasonable care and skill; we will re-perform or give a price reduction if we do not.

6) OFF-PREMISES CONTRACTS (WE SELL AT YOUR HOME/WORKPLACE)

If we agree the contract with you at your home/workplace, the law may give you a 14-day cooling-off period to cancel unless an exemption applies (for example, bespoke/custom goods) or you expressly ask us to start within the cooling-off period and accept that once the service is fully performed you will lose your right to cancel. If cooling-off applies and you cancel in time, you must take reasonable care of goods and return them; we refund within 14 days of receiving goods back (or evidence of return) and include standard delivery costs (if any). You pay return postage unless we say otherwise.

Work-start consent (off-premises only):

“Please begin work before the 14-day cooling-off period ends. I understand I must pay for work already done/materials ordered if I cancel, and that if the service is fully performed within the cooling-off window I will lose my right to cancel.” We will ask you to sign/date this where relevant.

7) DELIVERY / COLLECTION / INSTALLATION

We will agree a target date and keep you informed. Title passes on full payment. For consumer sales, risk passes on physical delivery to you (or your nominated person), unless you arranged your own non-offered carrier.

8) PRICES & PAYMENT

Prices are in GBP and no VAT is charged (we are not VAT-registered). We may include secure payment links on our QuickBooks invoices. Payment is due on the timelines shown on your invoice/quote unless otherwise agreed in writing. Payment confirmations/receipts will be issued electronically via QuickBooks.

9) RETURNS (NON-FAULTY)

For on-site sales there is no general right to return non-faulty standard goods unless we agree at our discretion. Bespoke/custom items and orders where materials have been ordered are not

refundable for change of mind. This does not affect your rights for faulty goods/services (Section 5).

10) SITE USE & INTELLECTUAL PROPERTY

All content on the Site is owned by us or our licensors. Do not copy, distribute or use it except for personal, non-commercial use or as permitted by law. Do not misuse the Site (e.g., upload unlawful content, interfere with security, or scrape).

11) PRIVACY & COOKIES

See our Privacy & Cookies Policy (linked on the Site). We obtain consent for any non-essential cookies; strictly necessary cookies do not require consent. For billing and records we share necessary customer details (e.g., name, contact details, billing information) with our accounting platform QuickBooks to issue quotes, invoices and receipts.

12) ELECTRONIC COMMUNICATIONS

You agree that legally-required information, notices, quotes, invoices and receipts may be provided to you electronically (for example, by email or via QuickBooks). This does not affect your statutory rights.

13) LIABILITY

Nothing in these Terms limits or excludes liability for death or personal injury caused by our negligence, fraud or fraudulent misrepresentation, or any liability that cannot be limited by law. Any limitations are subject to the Consumer Rights Act fairness test and your statutory rights.

14) COMPLAINTS & ADR

Problems? Email enquiries@choppingbloc.co.uk. If we cannot resolve a complaint, you may be able to use an accredited UK ADR body; we will confirm in writing whether we agree to ADR for your case.

15) GOVERNING LAW & JURISDICTION

These Terms are governed by the laws of England & Wales. You can bring claims in the courts of England & Wales (and, if you live in Scotland or Northern Ireland, you may have rights to bring proceedings there).

LEGAL BASIS & REFERENCES (for your records; not part of the contract)

Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 (14-day cooling-off, refunds, exceptions).

Consumer Rights Act 2015 (quality and remedies for goods/services; passing of risk on physical delivery).

Electronic Commerce (EC Directive) Regulations 2002 (website and online contracting information).

Privacy and Electronic Communications Regulations (cookies consent) and ICO guidance.

Companies (Trading Disclosures) Regulations 2008 (company/business details on website and communications).

This document is provided for general information and is not legal advice. Consider a solicitor's review for your specific model and jurisdiction.