

**Terms & Conditions:**

Triflow recommends that you print out and keep a copy of these terms and conditions for future reference.

These terms and conditions apply to all transactions on this site. Please read them carefully. They do not affect your statutory rights.

This site is owned and operated by Triflow ("Triflow", "we" or "us" or "our"). If you have any questions or comments with regard to these terms and conditions please contact us by either email: support@triflowconcepts.com or phone: +44 (0)800 999 3959 (Monday–Friday, 08:30 to 17:00).

These terms and conditions apply to the use of this website and by accessing this website and/or placing an order you agree to be bound by the terms and conditions set out here. If you do not agree to be bound by these terms and conditions you may not use or access this website.

**Name & Registered Office:**

TRIFLOW CONCEPTS LIMITED  
C/O LITTLEJOHN  
2ND FLOOR, 1 WESTFERRY CIRCUS  
CANARY WHARF, LONDON, E14 4HD  
Company No. 07442481  
info@triflowconcepts.com

**The contract between us**

Any contract for purchases made through the website will be with Triflow. Triflow must receive payment of the whole of the price for the goods that you order before your order can be accepted, and the contract formed. Payment is taken on receipt of order, prior to despatch of the goods to you from our distribution centre.

Once payment has been received, Triflow will confirm that your order has been received by sending an email to you at the email address you provide in your registration form. The shipment email will include your name, the order number and the total price. Triflow's acceptance of your order brings into existence a legally binding contract between us on these terms. Any term sought to be imposed by you in your order will not form part of the contract.

Triflow is entitled to withdraw from any contract in the case of obvious errors or inaccuracies regarding the goods appearing on our website. If an error or inaccuracy is discovered with regards to the advertised price of the goods that you have ordered, we will contact you as soon as possible by e-mail. This will be to inform you of the correct price of the goods, and to ask you if you wish to continue with the order at the amended price, or to cancel the order altogether.

If you need to return, for any reason, a product purchased from Triflow Concepts Ltd then you must inform us within 14 days of receiving your goods. Once this is done, you then have a further 14 days to return the product.

**General terms**

These terms and conditions and all transactions relating to this website are governed by English law and are subject to the non-exclusive jurisdiction of the English courts. We do not accept amendments to these terms and conditions.

Additional terms and conditions may apply for prize competitions, online bidding, pre-release orders and our added value services and offers. If so, you will be alerted to them at the relevant juncture.

These terms and conditions only cover the Triflow website. Any other websites which are linked to from this site are governed by their own terms and conditions. We accept no responsibility or liability for the content or operation of websites, which are not under our control. We are required by law to tell you that sales can be concluded in English only and that no public filing requirements apply.

**This website**

Triflow own the copyright, trademarks and other intellectual property rights in all material and content on this website, which you may use, download, copy, publish, transmit or otherwise make available by any other means only for your own personal, non-commercial use. Any other use or reproduction of the material or content is strictly prohibited.

You may not create any link to this website without prior written consent, nor may you restrict or inhibit the use or enjoyment of it by anyone else.

While we will use reasonable endeavours to verify the accuracy of any information we place on the Triflow website, we make no guarantees, whether express or implied in relation to its accuracy. Although we make every effort to ensure the accuracy of information on the Triflow website, we make no guarantee that the Triflow website will meet your requirements or will be uninterrupted, timely or error-free, that defects will be corrected, or that the site or the server that makes it available are free of viruses or bugs or represents the full functionality, accuracy, and reliability of the website.

All sizes and measurements of our products are approximate, but we try to make them as accurate as possible. In the interest of continuous product development, Triflow reserves the right to change specification as necessary.

We will not be responsible or liable to you for any loss of content or material uploaded or transmitted through the Triflow website.

**Payment details**

Triflow accepts payment by Visa or MasterCard. All product prices and delivery charges are shown in UK pounds sterling. Your payment card company will perform any currency conversion.

Upon receiving your order a standard pre-authorisation check is carried out on your payment card to ensure there are sufficient funds in order to fulfil the transaction. No payment is debited from your card during this pre-authorisation check.

**Availability of goods you order**

If Triflow has insufficient stock to deliver the goods ordered by you, we will contact you as soon as possible to offer the option of a refund or to place on backorder with agreed delivery date. Any sum debited by Triflow from your debit/credit card will be re-credited to your account and Triflow will notify you by email at the address given by you in your order form. The refund will be made as soon as possible and in any event within 30 days of your order. Triflow will not be obliged to offer any additional compensation for disappointment suffered.

**Force Majeure**

Triflow shall have no liability to you for any failure to deliver goods you have ordered or any delay in doing so or for any damage or defect to goods delivered that is caused by any event or circumstance beyond its reasonable control.

**Warranty**

Your warranty does not allow recovery of incidental or consequential damage, and Triflow Concepts Ltd accepts no liability for such damages.

Triflow Concepts Ltd DISCLAIMS all other warranties, expressed or implied, including IMPLIED WARRANTIES OF MERCHANTABILITY AND/OR FITNESS FOR A PARTICULAR PURPOSE.

Subject as expressly provided in these conditions and except where the Goods are sold to a person dealing as a consumer (within the meaning of the Unfair Contract Terms Act 1977) all warranties, conditions or other terms implied by statute or common law are excluded to the fullest extent permitted by law.

For full details, please see separate warranty section on [www.triflowconcepts.com](http://www.triflowconcepts.com)

**Changes to this agreement**

Triflow reserves the right to make changes to our site, policies, and these terms and conditions at any time. If any of these conditions shall be deemed invalid, void, or for any reason unforeseen, that condition shall be deemed severable and shall not affect the validity and enforceability of any remaining condition.