

Victorian Cast Iron Spiral Stairs (VCISS)

Terms and Conditions

1. It is the customer's responsibility to provide accurate measurements. All stairs are made to measure. Any amendments to any dimensions after an order is placed (deposit paid) may result in additional charges.
2. All online quotes are for indication purposes only. All quotes will go through our technical evaluation and approval, prior to confirmation and acceptance of any order. This is to ensure the design selected is viable and fit for purpose (See note 3).
3. To the best of our ability with the data available we will highlight any design issue to customers on confirmation of order. However VCISS cannot be held responsible for the end result so long as the stair is produced to the specification on the agreed order.
4. A non refundable deposit of 25% is required with every order**
5. **Cancellation of an order may be made up to 7 days from receipt of order and deposit (Allowing a cooling off period). A full refund less any costs incurred will be made during this period.
6. The balance (75% plus any additional charges) must be paid (and cleared) prior to the shipment of an order.
7. Orders may be placed either online, by fax or by post.
8. Payments will only be accepted by bank transfer, credit card, debit card.
9. Sales to registered companies in the EU. UK vat will only be deducted on provision of a valid EU vat registration number / reference. All vat numbers will be validated prior to shipment of orders.
10. Prices quoted include shipping to mainland UK and the following Mainland European countries
 - a. France
 - b. Germany
 - c. Italy
 - d. Portugal
 - e. Greece
 - f. Ireland
 - g. Spain
 - h. Belgium
 - i. Austria
 - j. Netherlands

All other countries and non mainland delivery costs will be advised prior to acceptance and confirmation of an order.

Your shipment may be subject to the customs fees and import duties of the country to which you have your order shipped (if residing outside the European Union). These charges are always the recipient's responsibility.

11. Payments can be made in Euros, US Dollars or Pounds Sterling. It is the customer responsibility to make payments in one of these currencies.

12. Prices are set in Pounds Sterling and is converted to Euros. Prices once confirmed with order will be honoured so long as final payment is made by the agreed shipping date.
13. Standard lead time is 6 weeks from receipt of order and deposit (whichever is the later) to dispatch. Approximate dispatch and delivery dates will be provided on confirmation or order. VCISS will aim to dispatch all orders within this period, however any delays will be notified to the customer as soon as possible.
14. If you require an order to be Fast tracked (less than 6 weeks) an additional charge of 10% of the order value will be payable to offset the cost of factory production re-scheduling and overtime.
15. If a customer delays final payment or requests the delay to shipment then VCISS reserve the right to charge storage at the rate of £20 per week or part their of.
16. All colours except black will have a supplementary charge of 15% of the standard stair cost.
17. All colours except black must be specified by the international RAL colour name and number. It is the customer's responsibility to check for colour matching. Colours viewed on computers will vary. Hard copy RAL colour charts will not supplied by VCISS but are widely available.
18. It is the customer's responsibility to arrange installation. Cast Iron stairs by their very nature are very heavy. VCISS cannot be held responsible for any consequential injury or damage.
19. VCISS will accept no responsibility for incorrectly installed stairs.