

LHS HANDYMAN SERVICES

Online Shop Terms & Conditions

Version 1.0 – September 2026

1. About LHS Handyman Services and the Online Shop

LHS Handyman Services (“LHS”, “we”, “us” or “our”) operates an online shop selling physical products to customers in the UK. These Online Shop Terms & Conditions (“Shop T&Cs”) apply to purchases made through our website shop.

These Shop T&Cs apply to online product sales only. They do not replace or govern the separate Terms & Conditions that apply to LHS handyman, property maintenance, technology or business support services.

By placing an order through the shop, you agree to these Shop T&Cs. Your statutory consumer rights are not affected by anything in these Shop T&Cs.

2. Products and Product Descriptions

We take reasonable care to ensure that product descriptions, specifications and photographs on the website are accurate and useful. Products will be described in a way that enables you to make an informed purchasing decision.

Products may include standard goods, gifts, personalised products and products made to order. Where a product has specific options, sizes, colours, finishes or personalisation requirements, these will be explained on the relevant product page or during the ordering process.

Nothing in a product description limits your legal rights where goods are faulty, not as described, not of satisfactory quality or otherwise do not meet the requirements of applicable consumer law.

3. Prices, VAT and Taxes

Prices displayed in the online shop will be shown clearly in pounds sterling (£) and will include any taxes that LHS is legally required to charge.

LHS is not currently VAT registered and therefore does not charge VAT as a separate amount on its prices. If LHS’s VAT status changes, prices and website information will be updated as appropriate.

Any delivery charge that applies to your order will be shown on the relevant product page, basket or checkout information before you place the order. Some products may include free standard delivery, while others may have a separate delivery charge.

Where an obvious pricing or description error appears on the website, we reserve the right to correct the error before accepting the order. If an order has been placed using an obvious error, we will contact you and give you the option to confirm the order at the correct price or cancel it and receive a full refund.

4. Orders and Acceptance

When you place an order, you are making an offer to buy the selected product(s) on these Shop T&Cs.

After you place an order, we will normally send an order acknowledgement or confirmation to the email address you provide. This confirms that we have received your order; it does not necessarily mean that the order has been accepted.

A contract for the sale of the product(s) is formed when LHS accepts your order, normally when we send confirmation that the product(s) have been dispatched or otherwise confirm acceptance.

We may decline or cancel an order before acceptance where, for example, a product is unavailable, there is an obvious pricing or listing error, we cannot reasonably verify the order, or we are unable to fulfil the order. If we cancel an order after payment has been taken, we will provide a full refund of the amount paid for the cancelled order.

We will not use this section to remove or restrict any rights you have under consumer law.

5. Payment

Payment must be made using the payment methods made available at checkout. You must provide accurate payment and contact information.

Payment may be processed by a third-party payment provider. LHS does not need to retain full payment-card details where those details are handled directly by the payment provider.

Your order will normally be processed once payment has been authorised or received. If payment cannot be authorised or is reversed, we may be unable to fulfil the order until payment is successfully completed.

6. Delivery Charges and Delivery Timeframes

Standard delivery is the available delivery option for products where delivery is offered through the online shop. We do not promise express, next-day or other premium delivery services unless a specific option is expressly offered for the relevant product.

Some products may have free standard delivery. Other products may have a separate customer delivery charge. The applicable delivery charge and the estimated delivery timeframe will be shown on the relevant product page, basket or checkout information before you place the order.

Estimated delivery times are provided in good faith and may be affected by circumstances outside our reasonable control. Unless a different delivery period has been expressly agreed with you, we will deliver the goods without undue delay and, in any event, within 30 days of the contract being formed where the law requires that timeframe.

If we become aware of a significant delivery delay, we will contact you where reasonably practicable. Where applicable law gives you a right to cancel because of a failure to deliver within an agreed or legally required timeframe, you may exercise that right.

7. Tracking Information

Where tracking is available for the delivery service used, we will email tracking information to you once your order has been dispatched.

Tracking information is provided for convenience and is supplied by the relevant delivery provider. A tracking link or reference does not change your statutory rights if an order is delayed, lost, damaged or otherwise not supplied as required by law.

8. Personalised and Made-to-Order Products

Some products may be personalised or made to order. Personalisation may include names, wording, photographs, logos, artwork, colours, layouts or other instructions supplied by you.

Where a product is personalised or made to your specifications, production may begin only after the required information, artwork or instructions have been received and are suitable for production.

A product being described as “made to order” does not, by itself, remove statutory cancellation rights. The statutory exception applies where the goods are made to the consumer’s specifications or are clearly personalised, or another legal exception applies.

9. Customer Responsibility for Personalised Information and Images

You are responsible for checking all personalisation details, spelling, dates, names, wording, images, logos, artwork and instructions before submitting them.

You must have the necessary rights, permissions and authority to provide any image, logo, photograph, artwork or other material that you ask LHS to reproduce or use.

We are not responsible for errors in personalisation that arise because you supplied incorrect, incomplete or unclear information and the product was produced in accordance with that information.

If the supplied material is unsuitable for production, unlawful, misleading, discriminatory, threatening, defamatory or reasonably appears to infringe another person’s rights, LHS may refuse to use it and may contact you to request a suitable replacement. If the order cannot reasonably be completed, we may cancel and refund the affected order or item, subject to applicable law.

10. Cancellation and Statutory Cooling-Off Rights

For most goods bought online by a consumer, you have a statutory right to cancel the contract without giving a reason. The cancellation period normally ends 14 days after the day on which you, or a person you nominate (other than the carrier), receives the goods.

If an order contains multiple goods delivered separately, the cancellation period normally runs from the day after the last goods are received. If you have a statutory cancellation right, you must tell us clearly that you wish to cancel within the applicable cancellation period.

After telling us that you are cancelling, you normally have a further 14 days to return the goods. You should take reasonable care of the goods while they are in your possession.

To exercise a statutory cancellation right, you can contact us using the details in section 24. You may use the model cancellation wording in section 10A below, but you do not have to use that exact wording.

10A. Model Cancellation Wording

To: LHS Handyman Services, Merthyr Tydfil, South Wales. Email: info@lhshandyman services.co.uk.

I/We hereby give notice that I/We cancel my/our contract for the sale of the following goods: [insert product/order details]. Ordered on/received on: [date]. Name of consumer(s): [name]. Address: [address]. Signature (only if this form is notified on paper): [signature]. Date: [date].

11. Exceptions to Cancellation Rights for Personalised or Custom-Made Goods

The statutory 14-day cancellation right does not apply to goods made to the consumer's specifications or goods that are clearly personalised, where the applicable legal exception applies.

This can include products that have been produced specifically using your supplied photograph, logo, artwork, name, wording, design or other personal specifications and which cannot reasonably be resold as a standard product.

Where this exception applies, you cannot cancel simply because you have changed your mind. However, the exception does not remove your rights if the goods are faulty, damaged, not as described, not of satisfactory quality, or otherwise do not comply with your statutory rights.

If you are unsure whether a particular product qualifies for an exception, please contact us before ordering.

12. Faulty, Damaged, Incorrect or Missing Items

Please contact us as soon as reasonably practicable if your order arrives damaged, appears faulty, is incorrect, or an item is missing. We may ask for photographs, packaging details, order information or other reasonable evidence to help us investigate.

If goods are faulty, not as described, not of satisfactory quality or not fit for their intended purpose, you have statutory rights and remedies under applicable consumer law. Depending on the circumstances, these may include a repair, replacement, price reduction or refund, including the statutory short-term right to reject faulty goods where applicable.

If an item is damaged in transit or the wrong item has been supplied, we will work with you to provide an appropriate remedy in accordance with your legal rights.

Nothing in these Shop T&Cs requires you to accept a faulty or incorrect product simply because you have opened the packaging or inspected the goods.

13. Returns and Refunds

Where you are exercising a statutory cancellation right because you have changed your mind, you are normally responsible for the direct cost of returning the goods unless we have agreed otherwise or the law requires LHS to bear that cost.

If you are returning goods because they are faulty, damaged, incorrect or otherwise do not comply with your statutory rights, LHS will deal with the reasonable return arrangements and costs in

accordance with applicable law.

Where a statutory cancellation applies, we will refund the payments we are required to refund, including the cost of standard delivery paid for the original order. If you selected a more expensive delivery option, we are not required to refund the additional amount above the standard delivery cost.

Refunds will normally be made using the same payment method used for the original transaction unless you expressly agree otherwise. We may withhold a refund until we have received the goods back or you have provided evidence that they have been returned, whichever occurs first, where the law permits.

Where the goods have been handled beyond what is reasonably necessary to establish their nature, characteristics and functioning, the law may allow a deduction for any resulting reduction in value. This does not affect your rights where the goods are faulty or otherwise do not comply with the contract.

14. Consumer Statutory Rights

Goods supplied to consumers must meet the requirements of applicable consumer law, including being as described, of satisfactory quality and fit for any particular purpose made known to the trader where the legal requirements are met.

Your statutory rights may include the right to reject faulty goods within the applicable period, and rights to repair, replacement, price reduction or refund depending on the circumstances.

These Shop T&Cs do not exclude, restrict or replace any consumer rights that cannot legally be excluded or restricted. If there is a conflict between these Shop T&Cs and a mandatory consumer protection law, the law will apply.

15. Promotional Offers and Multi-Buy Offers

We may offer promotions, discounts and multi-buy offers from time to time, including offers such as "Any 4 for £11.99".

Each promotion will be subject to the terms displayed with the offer, including any qualifying products, minimum quantities, dates, exclusions, limits or other conditions.

Unless the promotion expressly says otherwise, promotional discounts cannot be combined with other offers.

If an obvious pricing or promotional error occurs, we reserve the right to correct the error before accepting an order. If you have already paid and we cannot reasonably honour the order at the displayed price, we will contact you and provide an appropriate option, including a full refund where the order is cancelled.

Promotions are subject to stock availability and will not be represented as available when the qualifying products are no longer reasonably available.

16. Stock Availability

All products are subject to availability. Product pages may indicate when an item is in stock, temporarily unavailable, made to order or otherwise subject to a production or supply timeframe.

Adding an item to your basket does not guarantee that the item will remain available until payment and order acceptance.

If we cannot fulfil an accepted order because a product has unexpectedly become unavailable, we will contact you and provide a refund or other remedy as required by law.

17. Images, Colours and Product Variations

We make reasonable efforts to display product images and colours accurately. However, colours may appear differently depending on your screen, browser, device settings and lighting.

Minor differences in appearance, finish, texture, positioning or packaging may occur where they do not materially affect the product's description, quality or intended use.

Where a product is handmade, printed, personalised or made to order, reasonable variations may occur. Any material variation that affects the agreed product will be dealt with in accordance with your

statutory rights.

18. Intellectual Property and Customer-Submitted Artwork

Unless otherwise stated, LHS owns or has permission to use the LHS website content, branding, product artwork, photographs, designs, graphics and other material displayed in the shop. You may not reproduce or commercially exploit this material without permission.

Where you submit artwork, logos, photographs, text or other content for personalisation, you retain your ownership rights in that material. You grant LHS the limited permission necessary to use, reproduce and process the material solely for fulfilling your order and providing related customer service.

You confirm that you have the necessary rights or permissions to submit and use the material for the requested product. You must not submit material that infringes copyright, trade marks, privacy rights, image rights or other rights belonging to another person or organisation.

Unless separately agreed with you, LHS will not use customer-submitted personalisation material for public marketing.

19. Privacy and Customer Information

We process customer information in accordance with applicable data protection law and the LHS Handyman Services Privacy Policy.

Information may include your name, delivery address, email address, order details, payment records, correspondence and personalisation information needed to fulfil your purchase.

Payment information may be processed by the relevant payment provider. We do not need to store full payment-card details where these are handled directly by the payment provider.

Our Privacy Policy explains how personal information is collected, used, stored, protected and retained, and explains applicable data protection rights.

20. Website Use

You must use the website lawfully and must not attempt to interfere with its operation, gain unauthorised access, introduce malicious code, or use the website to commit or facilitate unlawful activity.

Website content is provided for general information and may be updated, amended or removed. We aim to keep shop information accurate but cannot guarantee that the website will always be completely free from errors or temporary technical issues.

Where our website links to third-party services, those services may have their own terms and privacy policies. LHS is not responsible for third-party websites or services that it does not control.

21. Limitation of Liability

Nothing in these Shop T&Cs excludes or limits liability that cannot legally be excluded or limited, including liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or your statutory consumer rights.

Subject to the protections above, LHS is not responsible for losses that were not reasonably foreseeable at the time the contract was formed or for circumstances outside our reasonable control, to the extent permitted by law.

Nothing in these Shop T&Cs removes your right to seek the remedies available to you under applicable consumer law. Any limitation or exclusion in these Shop T&Cs will apply only to the extent that it is fair, reasonable and legally enforceable.

22. Changes to these Shop T&Cs

We may update these Shop T&Cs when our shop, products, systems or legal requirements change.

The version of the Shop T&Cs that applies to an order will normally be the version available on the website at the time you place the order, unless a change is required by law or we have expressly agreed otherwise with you.

The latest version will be made available on the LHS website.

23. Governing Law and Jurisdiction

These Shop T&Cs and any contract for the purchase of products from the LHS online shop are governed by the law of England and Wales, except where mandatory consumer protection law provides otherwise.

If you are a consumer, you will also benefit from any mandatory rights and protections that apply to you under the laws that cannot lawfully be excluded. Subject to those protections, the courts of England and Wales will have jurisdiction.

24. LHS Handyman Services Contact Details

LHS Handyman Services

29 Pleasant View

Bedlinog

Treharris

CF46 6SF

South Wales

Phone: 07347 397374

Email: info@lhshandyman services.co.uk

Website: www.lhshandyman services.co.uk

For shop enquiries, cancellations, returns, faulty or damaged goods, or questions about these Shop T&Cs, please contact us using the details above.