



General terms of sale

All prices are **per item** and carriage not included. VAT of 15% is included in the recommended retail price of each item.

The Life Ring Ltd. uses P&T registered postage for delivery of all Essential Life Rings throughout Europe and abroad. A signature is required at the receiving end in order to release the package. Delivery of The Exclusive Ring will be made using either FedEx, UPS or P&T insured delivery. Delivery times currently correspond with those used by the above mentioned companies and vary according to the geographical location of the ordering customer. The Life Ring Ltd. are unable to deliver to PO Boxes.

Please note that local import duties may be payable on receipt.

All produce offered for sale on this site are brought to you according to their availability. We can not be held responsible should there be a sell out or stock limit.

If there is a delay to your order being processed, due to stock availability or over demand, we shall contact you as soon as possible with an estimated dispatch date. If you wish to cancel your order at this time, you may do so in writing, up to 7 days BEFORE the estimated dispatch date and we shall refund you the full amount. Please note that orders of the Exclusive Life Ring can not be cancelled as the item is made exclusively to your requirements.

All orders that you make will be confirmed for you with the price, quantity and vintage at time of order but will only be validated after reception of payment for your order.

Claims and complaints :

Should you have a complaint or are not satisfied with the merchandise delivered to you by The Life Ring Ltd. please refer this to our claims department within fifteen days after reception of your goods at the following address :

The Life Ring Ltd.
25 rue des Prés,
Luxembourg, L-8089

Person to address your enquiry, claim or complaint is **A. Seegar**.
Alternatively you can send an email to the following address
info@thelifering.com

Please specify the nature of your complaint and order number in the header of the email.

If it is a question of the articles delivered not corresponding to the articles that you ordered (e.g. wrong sizing of ring) The Life Ring Ltd. will deliver your exact request after receipt of the mistaken order and will pay the cost of shipping the second order.



RETURNS POLICY

Any returns must be posted within 28 days of receipt to

The Life Ring Ltd.
25 rue des Prés
Bertrange L-8089
Luxembourg

We recommend that you send the returns by recorded delivery and that you retain proof of postage. Goods are returned to The Life Ring Ltd. at your own expense and The Life Ring Ltd. can not be held responsible for missing items.

We will confirm your return once it has been processed and you will receive a refund credit, cheque or exchange order (when in stock) within 2 to 3 weeks after you post the goods back to us. Postal charges will not be refunded.

Please note that goods brought as presents can only be refunded back to the original payer.

Applicable laws and court of competent jurisdiction :

All general conditions are subject to current Luxembourg law.

The corporate office of The Life Ring Ltd. is the only competent for all action at law arising from current general conditions of sale.