

About Us

AV4Home.co.uk is a web trading name of VisuComm Ltd.

We are completely dedicated to your total satisfaction. If you have any suggestions or comments please email us using the link on the store page.

Our Contact details:

AV4Home.co.uk

29 - 36 Hallamway

Old Mill Lane Business Park

Mansfield Woodhouse

Notts

NG19 9BG

United Kingdom

Phone: 01623 672070

Email: [Click here to email us](#)

VAT Number GB745 7049 15

Making A Purchase

Making a purchase could not be easier.

All prices on our website include free shipping to UK mainland addresses which is a 1 to 3 working day service. Next working day and saturday before 12pm options are also available in our secure checkout.

If the total value of your order exceeds £50 you can choose a free upgrade to next working day delivery in our secure checkout. Or you can choose a specific day for delivery, that is convenient for you, in our secure checkout. If we are unable to meet this requirement we will contact you by phone.

Just browse our store, and add any items that you wish to buy into the shopping basket. After you have finished our selection, click on 'Checkout' and you will be asked for a few details that we need to be able to complete the order.

When the order is placed at our website, you will be taken to HSBC's Secure e-payments website where they will securely handle your credit card details.

No credit card details are stored anywhere by us.

We accept credit card & debit card payment. Currently, we ship to UK addresses and a number of EU countries and accept payment in £-Sterling. You can also send payment by post, please call to arrange.

When you use our preferred secure e-payments processor HSBC, the transaction is only "pre-authorised" and no payment is taken from your card until your order is actually shipped to you.

If you choice to pay using your Paypal account, our using Paypals credit card payment facility, then please be aware that Paypal take payment immediately.

If you call us and place your order by phone, or complete the payment process by phone, please be aware that is is normally processed by our manual card terminal and again the payment process is completed at that time, not when the goods are shipped.

Order placed before 3.30pm will be processed same day (subject to stock), orders placed before 4pm will often be processed same day. Shipping and delivery time is subject to delivery option selected at time of purchase and specific timescales as might be indicated for Furniture and other products on the web-page at time of purchase.

If you prefer to make your purchase over the telephone rather than using the secure payment facility on-line – then please just call us on 01623 672070
When confirmation of order is received, this is to indicate that we have received your order. It does not indicate that a contract exists between us. We will indicate acceptance of your order, and hence a contract between us, when we send you an invoice. We have included this term to protect us in the case that a mistake has been made in pricing, we have inadvertently under-priced goods, or we are no longer able to supply a particular product for some reason. In the case of a change of price, we will always contact you first to ensure that the price is acceptable.

Shipping And Handling

All prices on our website include free shipping to UK mainland addresses which is a 1 to 3 working day service. Next working day and saturday before 12pm options are also available in our secure checkout.

If the total value of your order exceeds £50 you can choose a free upgrade to next working day delivery in our secure checkout. Or you can choose a specific day for delivery, that is convenient for you, in our secure checkout. If we are unable to meet this requirement we will contact you by phone. Items are shipped according to weight. Lighter items with value less than £35.00 maybe shipped by first or second class post. This is not a traceable service and maybe subject to postal delays so customers are always provided with shipping options that are more assured.

Larger, heavier and more valuable items are despatched using City Link (www.city-link.co.uk). Our Free UK mainland delivery service means you will receive your order within 1 to 3 working days. These delivery services will require a signature upon receipt for proof of delivery and can arrive between 8am and 5.30pm on the day of delivery.

For these normal delivery services we will usually send you an e-mail on the evening of despatch that will confirm to you that your order has been despatched, and the delivery service used with links to tracking facilities if appropriate.

Highlands and Islands of Scotland Deliveries to the Highlands and Islands of Scotland may be subject to a delivery surcharge and longer delivery times, we will contact you to discuss this if applicable to your order. Alternatively please contact us on 01623 672070 if you wish to discuss this prior to placing your order.

Specialist Delivery

Specialist Furniture delivery services only apply as described on the specific item web page. They are designed to ensure a high level of service, co-ordinating the delivery with you to ensure you are available to take delivery. If your delivery situation is difficult, for access, parking, not at ground floor level etc. please call us at time of order to ensure we know of these difficulties. We can then ensure such difficulties do not delay your delivery.

Failed Delivery Attempts

If the carrier can not deliver the item because no-one is home to receive the order, they will leave a card with a contact number detailing how to arrange a more convenient delivery date. You must contact the delivery service within 24 to 48 hours. If the carrier receives no contact from you they will return the package to us after a period of approximately 5 working days. This may result in extra shipping costs being incurred for the items return to us and redelivery.

UK Overwater Service

UK overwater addresses are not included in our free delivery service, once in the checkout, click on the shipping box to select UK Overwater as your class of shipping service, this will display the shipping charge applicable to the weight of your order. This service will usually takes 1-2 working days, it includes shipping to the following locations, Northern Ireland, Scottish Isles, Scilly Isles, Isle of Man and the Isle of Wight. For delivery to Ireland - please call us as these may incur additional delivery charges. We currently do not ship to the Channel Islands.

Collection

If you place your order online or by telephone you may select the option to collect your order in person from our warehouse. You will not be charged delivery if you collect your order. Orders can be collected during business hours between the hours of 9.00am and 5.00pm Monday to Friday.

Please call to confirm stock allocation before collecting.

Shipping to Europe

This service will take approximately 3 working days to arrive and includes shipping to the following countries:- Austria, Belgium, Czech Republic, Denmark, Estonia, Finland, France, Germany, Hungary, Ireland, Italy, Latvia, Lithuania, Luxemburg, Monaco, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Sweden and Spain

In our secure checkout, select the required country and click on the next button. The checkout will calculate the shipping charge relative to country and weight of the order.

European shipping excludes furniture products and any products with glass content. Orders over 25Kg, for example, mobile trolleys and stands - e-mail us for shipping quotation.

We charge VAT at UK rate - This is not deductible from invoice. Business customers with VAT registration can reclaim this VAT in the normal way.

Delivery Schedule

We aim to process your order on the same working day, where orders are received and goods paid for before 3pm. Delivery will be by the selected options in the checkout.

Back Orders

If your item is not in stock, we will notify you and place your back order for you. You will always be emailed with the option to cancel your order if you would rather not wait.

Tax Charges

For all orders 17.5% VAT is included.

We will pay the additional 2.5% increase due to VAT, so you won't have to. Your order will be processed with 17.5% VAT, and we will apply a discount in our secure checkout.

Credit Card Security

When the order is placed at our website, you will be taken to HSBC's Secure e-payments website where they will securely handle your credit card details.

No credit card details are put into our website or stored anywhere by us.

Purchases are pre-authorized against your card, we only take payment when goods are shipped or allocated ready to ship on some future date at your specific request.

Guarantee

10 Year Warranty

This ten year warranty applies to all LCD and plasma mechanical wall mounting brackets sold by AV4Home in respect of faults in manufacture or materials. It does not include motorised hardware. It is limited by the manufacturer's warranty conditions and installation being in accordance with manufacturer's instructions.

Reaching Us

If you need to reach us, please email us using the link on the store page, alternatively, you can call on 01623 672070 (International +44 01623 672070) or fax us on or write to us at 29 - 36 Hallamway Old Mill Lane Business Park Mansfield Woodhouse Notts NG19 9BG United Kingdom

Privacy Policy

AV4Home does not disclose buyers' information to any third parties, where such may be used for direct marketing or for the promotion of any additional products or services. Information may be disclosed to third parties as part of the order fulfilment process. In this case, the third party will not disclose any of the details to any other third party.

Cookies are used on this shopping site to keep track of the contents of your shopping cart, to store delivery addresses if the address book is used and to store your details if you select the 'Remember Me' Option. They are also used after you have logged on as part of that process. You can turn off cookies within your browser by going to 'Tools | Internet Options | Privacy' and selecting to block cookies. If you turn off cookies, you will be unable to place orders or benefit from the other features that use cookies.

Returns Policy

Your rights to return goods are protected under the EU Distance Selling Directive which can be found at <http://www.hmso.gov.uk/si/si2000/20002334.htm>

If on Delivery the Goods appear to be visibly damaged you must notify the carrier immediately that you will not accept delivery otherwise you will forfeit your right to reject the goods for visible damage. If for any reason you are not happy with your order:-

Please call us first to discuss why you may wish to return an item. We will take all steps possible to solve your problem / offer you a replacement or exchange product, or a refund.

We have a no quibble returns policy within 30 days of purchase, provided the item is in a re-saleable condition, (i.e unused, unmarked and in original unmarked packaging) we will refund you the cost of the product minus the cost of shipping to you. It is the responsibility of the customer to return the item and ensure the package has been reasonably protected in return transit. You must include a copy of your invoice with the return.

Where a customer returns their order because it is no longer required, AV4home.co.uk reserves the right to recover the true original delivery costs. This is applicable to order sent on our free delivery promotion.

Where the customer returns an item that is part of a reduced price/free promotion, the customer will be expected to return all items received as part of the promotion in as new, unused, unopened perfect re-saleable condition or pay the current value for any items not returned.

Cancellation of order / Return of special order items and pre-assembled furniture may be subject to a 15% restocking charge.

Remittance Terms

- All prices quoted include VAT. Our VAT number is :- GB745 7049 15
- AV4Home.co.uk is an e-trading name of Visucomm Ltd
- Full payment is required prior to despatch.
- Trade buyers, resellers and installers, please call us on 01623 672070