

Privacy and security

Your privacy is of the highest importance to us, and we promise never to release your personal details to any outside company for mailing or marketing purposes. We may contact you occasionally via email with offers and information that may be of interest to you, but you may unsubscribe from this service at any time by following the instructions within the email.

We realise how important it is to securely store any information that you provide. Therefore, we maintain the highest levels of security. Our site uses high-level SSL encryption technology, the most advanced security software currently available for online transactions. You can therefore rest assured that we take the privacy and security of your payment and personal details very seriously.

DoubleClick: We use Google Analytics remarketing codes to log when users view specific pages or take specific actions on a website. This allows us to provide targeted advertising in the future. If you do not wish to receive this type of advertising from us in the future you can opt out using the DoubleClick opt-out page or the Network Advertising Initiative opt-out page.

If you have any query regarding privacy, please contact us.

All information gathered including any information given at the time of ordering is collected lawfully and in accordance with the Data Protection Act 1998.

Posting on our website

Vividfloors.co.uk reserves the right to remove or refuse to post any customer content that we consider inappropriate. If you do post content or submit material, unless we indicate otherwise, you grant Vividfloors.co.uk a non-exclusive, royalty-free, perpetual, irrevocable, and fully sub-licensable right to use, reproduce, modify, adapt, publish, translate, create derivative works from, distribute, and display such content. You grant Vividfloors.co.uk the right to use all information in connection with such content, if we so choose. This offer does not conflict with your right under the Data Protection Act 1998.

The views posted on our website represent those of the poster and are not the views of Vividfloors.co.uk. We will not be held liable for the content posted by our website users, though we may choose to remove their posts at our discretion.

Disclaimer

The information contained in this website is for general information purposes only. The information is provided by Vividfloors.co.uk and whilst we endeavour to keep the information up-to-date and correct, if by mistake we misinform you about the completeness, accuracy, reliability, suitability or availability with respect to the website or the information, pricing, products, services, or related graphics contained on the website for any purpose, we will not be liable to supply that item to you, provided that we notify you before we despatch the item to you. In those circumstances, we will notify the correct information to you so you can decide whether or not you wish to order the item.

In no event will we be liable for any loss or damage including without limitation, indirect or consequential loss or damage, or any loss or damage whatsoever arising from loss of data or profits arising out of, or in connection with, the use of this website.

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Every effort is made to keep the website up and running smoothly. However, Vividfloors.co.uk takes no responsibility for, and will not be liable for, the website being temporarily unavailable due to technical issues beyond our control.

There may be times where we provide improved/alternative names for some products than the original manufacture product name, this is to improve your shopping experience and improve the ability to search for products on our website and via search engines.

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Please note that all in store orders will be subject to a re-stocking fee of 25% if returned/cancelled after 14 days after payment. In some cases we can not accept returns after 14 days of payment, this will be down to the discretion of the store manager. Special order items ordered in-store are not covered by our 14 day return policy and are non-refundable.