

Terms and conditions of supply

This page tells you information about the legal terms and conditions (Terms) on which we (i) sell any of the finished products, which consist of major domestic appliances (MDAs) and small domestic appliances (SDAs), spare parts, cleaning products and accessories (Spare Parts) (collectively known as Products), and (ii) provide any of the services which may include delivery or delivery and installation or repairs (Services) listed on this website (the Site) to you.

These Terms will apply to any contract between us for the sale of Products or Products and Services or for the provision of Services (Contract). Please read these Terms carefully and make sure that you understand them, before ordering any Products or Products and Services and Services.

We amend these Terms from time to time. Every time you wish to order Products or Products and Services or Services, please check these Terms to ensure you understand the terms which will apply at that time.

1. Information about us

1.1 We are Whirlpool UK Appliances Limited, a company registered in England and Wales under company number 106725 and have our registered office at Morley Way, Peterborough, PE2 9JB. Our main trading address is Morley Way, Peterborough, PE2 9JB. Our VAT number is GB 513936740.

1.2 To contact us, please see our contact us page.

2. Our products

2.1 The images of the Products on the Site are for illustrative purposes only. Although we have made every effort to display the colours accurately, we cannot guarantee that your computer's display of the colours accurately reflect the colour of the Products. Your Products may vary slightly from those images.

2.2 All Products shown on the Site are subject to availability. Wherever possible, we list availability information for Products on the Site.

2.3 We will inform you by e-mail within 28 days if the Product you have ordered is not available and we will not process your order if made.

3. Use of the site

3.1 Your use of the Site is governed by the terms of website use which can be located on the Site. Please take the time to read these, as they include important terms which apply to you.

4. How we use your personal information

4.1 We only use your personal information in accordance with our Privacy Policy.

Please take the time to read this, as it includes important terms which apply to you.

5. How the contract is formed between you and us

5.1 You may only purchase Products and Services from the Site if you are at least 18 years old.

5.2 Our order process allows you to check and amend any errors before submitting your order to us. Please take the time to read and check your order at each stage of the order process.

5.3 After you place an order, you may receive an e-mail acknowledging that we have received your order. However, please note that this does not mean that your order has been accepted. Our acceptance of your order will take place as described in clause 5.4.