

# **Tegre Furniture Online Store Terms & Conditions (TegreFurniture.ie)**

Hello!

Welcome to the Tegre Furniture online store!

The store is owned and operated by **Tegre Sligo Ltd**, registered in Ireland under company number **623299**, with its registered office at Cliffords Buildings, Harmony Hill, Sligo, F91 RR2F, Ireland. The company is registered for VAT in Ireland. VAT registration number: **IE3530202WH**.

Tegre Sligo Ltd is the data controller and the seller of products offered in the Store. All purchases and deliveries are limited to the Republic of Ireland.

Below you will find the Terms and Conditions, which contain information on placing an order leading to a contract, execution of said contract, available delivery and payment methods, the right of withdrawal, complaints and guarantees, data processing, and fire safety compliance.

Should you have any comments, questions, or concerns, we are available at [info@tegreffurniture.ie](mailto:info@tegreffurniture.ie).

Warm regards and happy shopping,  
the Tegre Furniture online store team

## **§ 1**

### **Definitions**

- **Buyer** – a natural person aged 18 or over, legal person, or an organisational unit without legal personality;
- **Consumer** – a Buyer who is a natural person acting wholly or mainly outside their trade, business, craft or profession;
- **Business Buyer** – a Buyer acting wholly or mainly for purposes relating to their trade, business, craft, or profession. Business Buyers do not benefit from consumer-specific rights such as the right of withdrawal or reversal of burden of proof unless otherwise required by law or expressly granted herein.
- **Terms and Conditions** – this document, available at <https://tegreffurniture.ie/terms-conditions/>;
- **Store** – the online store operating at <https://tegreffurniture.ie/>;
- **Seller** – Tegre Sligo Ltd, registered company 623299, Cliffords Buildings, Harmony Hill, Sligo, F91 RR2F, Ireland.

## **§ 2**

### **Preliminary Provisions**

1. The Store offers retail sales of furniture and accessories and provides electronic services to Buyers within the Republic of Ireland. Orders with delivery addresses outside Ireland will not be accepted.

2. Use of the Store is governed by these Terms and Conditions and applicable Irish and EU laws.
3. No special technical requirements are necessary to use the Store. Buyers need:
  - Internet access,
  - a standard operating system and web browser,
  - an active email address.
4. Only individuals aged 18 and over may purchase through the Store.
5. Orders must be placed using true personal data. Purchases may not be made anonymously or under a pseudonym.
6. It is prohibited to submit unlawful content via the Store.
7. All product prices displayed on the Store's pages are inclusive of VAT, where applicable.

### **§ 3**

#### **Electronic Services**

1. The Seller provides electronic services including the ability to place orders, register accounts, and receive newsletters.
2. Orders may be placed without registration. Registered Buyers may manage their order history and details.
3. Accounts may be created at checkout or via a separate form. Buyers may request account deletion at any time. Order data may be retained for legal and tax purposes, even after account deletion. Where retention is required, data will be limited to the minimum necessary.
4. Newsletter subscriptions are voluntary and require prior opt-in consent. Buyers may withdraw consent and unsubscribe at any time.
5. Electronic services are free of charge. Product sales are paid transactions.
6. The Seller implements appropriate security measures to protect personal data and ensure service continuity.
7. The Seller endeavours to maintain uninterrupted Store access. Errors should be reported to [info@tegreffurniture.ie](mailto:info@tegreffurniture.ie).
8. Store complaints will be reviewed and responded to within 14 calendar days or sooner where required by Irish consumer law. Urgent matters relating to safety or refund delays will be addressed immediately upon receipt.

### **§ 4**

#### **Placing an Order**

1. Orders can be placed by registered users or as guests.
2. To place an order, the Buyer must add products to the cart, fill in the order form, select delivery and payment options, and accept these Terms and Conditions.
3. Before confirming the order, the Buyer will see a summary including product prices, delivery charges, and product specifications.
4. By clicking the "Order with obligation to pay" button, the Buyer enters into a binding contract of sale.
5. Online payments are processed via a secure payment gateway. Payment must be completed within 7 days unless otherwise agreed.

6. False or suspicious data may result in suspended processing. The Buyer may be contacted for clarification.
7. Contracts are concluded in English and are governed by Irish law.

## **§ 5**

### **Delivery and Payment**

1. Available delivery options and associated costs are displayed during checkout.
2. Bulky furniture items may incur higher return costs. Estimated return costs are disclosed on the product page or during checkout.
3. All deliveries are limited to addresses in the Republic of Ireland. Orders to other destinations will not be accepted.
4. Payments are processed by Stripe Payments Europe, Ltd., authorised by the Central Bank of Ireland.
5. Invoices will be provided electronically or with the shipment and will include VAT details where required.

## **§ 6**

### **Order Fulfilment**

1. Order fulfilment includes product collection, packaging, and dispatch.
2. Delivery times are displayed on product pages and confirmed at checkout.
3. Orders will be delivered within 30 days unless a longer period is agreed.
4. If this deadline is missed, the Buyer may cancel and receive a full refund. Refunds for delayed or non-delivered orders will be processed immediately upon confirmation of failure.
5. Delivery is considered complete once the Buyer receives the goods.

## **§ 7**

### **Right of Withdrawal (Consumers)**

1. Consumers may withdraw within 14 days of delivery without providing a reason.
2. Withdrawal must be communicated in writing or via email. You may use the optional withdrawal form available at <https://tegreffurniture.ie/returns>, or submit any clear statement by email or post.
3. Return shipping is at the Buyer's cost unless otherwise agreed. Estimated costs for bulky returns are shown before purchase.
4. The Seller refunds payments within 14 days using the same method, unless otherwise agreed. Refunds exclude additional delivery options beyond standard delivery.
5. The Seller may withhold refunds until goods are received or return proof is provided.
6. The Buyer is liable for any loss in value from usage beyond checking the nature and functionality of the product.
7. Returns should be addressed to: Tegre Sligo Ltd, Cliffords Buildings, Harmony Hill, Sligo, F91 RR2F, Ireland.

8. The right of withdrawal does not apply to goods made to the Consumer's specifications or clearly personalised, in accordance with Regulation 13(1)(c) of the European Union (Consumer Information, Cancellation and Other Rights) Regulations 2013.

## **§ 8**

### **Guarantee and Liability for Defects**

1. Consumers benefit from a statutory 2-year conformity guarantee from delivery and a 6-year period to make a claim for contract breach under Irish law.
2. For the first 12 months, it is presumed that any defect or non-conformity existed at the time of delivery unless the Seller proves otherwise.
3. Buyers may request repair or replacement. If not possible, a price reduction or refund may follow. Faulty goods entitle Consumers to an immediate refund within 30 days of notice.
4. Business Buyers may have limited rights depending on the contract and applicable law.
5. Buyers may submit complaints using the form at <https://tegreffurniture.ie/returns> or via email/post. All complaints will be addressed within 14 calendar days or sooner as required by consumer protection law. Urgent cases relating to safety or defective products will receive immediate attention.
6. Returns and complaints should be posted to: Tegré Sligo Ltd, Cliffords Buildings, Harmony Hill, Sligo, F91 RR2F, Ireland.

## **§ 9**

### **Data Protection and Cookies**

1. The Seller is the controller of Buyer personal data. A Data Protection Officer has not been appointed, as the nature and scale of processing do not require one under Article 37 of the GDPR.
2. Personal data is processed based on contract performance, legal obligations, or legitimate interest, and may include marketing with consent. Legitimate interest assessments are documented and available upon request.
3. Data retention periods: order and accounting data – 7 years; marketing and newsletter data – 3 years from last contact; customer service correspondence – 2 years. These periods are based on obligations under the Companies Act 2014 and applicable tax legislation.
4. The Store uses cookies and similar technologies. Non-essential cookies require prior consent via a cookie banner, which includes categorisation and the ability to withdraw consent at any time. See our [Cookie Policy](#) for more details.
5. Buyers have the right to access, rectify, delete, or restrict processing of their data and to lodge a complaint with the Irish Data Protection Commission ([www.dataprotection.ie](http://www.dataprotection.ie)).

## **§ 10**

### **Intellectual Property**

1. Store content and product designs may be protected by copyright.
2. Unauthorised use may result in civil liability under Irish intellectual property law.

## § 11

### Alternative Dispute Resolution

1. The Seller agrees to mediation in case of disputes. Buyers are encouraged to contact [info@tegreffurniture.ie](mailto:info@tegreffurniture.ie) to initiate mediation. Terms will be agreed mutually between parties.
2. Consumers may access ADR via the CCPC or Citizens Information Centres. Notified ADR bodies include NetNeutrals EU Ltd and the Financial Services and Pensions Ombudsman. A full list is available at [www.ccpc.ie](http://www.ccpc.ie).
3. This does not affect the Consumer's right to pursue claims before Irish courts.

## § 12

### Final Provisions

1. Offers and prices may be modified without affecting already confirmed orders.
2. The Seller may amend these Terms and Conditions. Changes will not apply to already concluded contracts. Registered users will be notified in advance and may delete their account if they do not accept changes.
3. Contracts and disputes are governed by Irish law and may be resolved before Irish courts. Business Buyers agree to submit to the exclusive jurisdiction of Irish courts unless otherwise agreed in writing. Consumers retain all rights under mandatory Irish and EU laws.
4. All furniture products comply with Irish fire safety regulations under S.I. No. 316/1995. Each item is permanently labelled with compliance details, including a visible "CARELESSNESS CAUSES FIRE" warning where required. Labels are affixed in a legible, permanent, and visible manner. Certificates of compliance are provided immediately upon request or included with the product documentation.
5. The Seller is not liable for delays or non-performance caused by events beyond its reasonable control, including natural disasters, strikes, transport disruptions, or pandemics.
6. These Terms and Conditions are effective from 1 November 2025.
7. Archived versions are available in PDF format below this document.