



## Terms and Conditions

### Current Promotional Terms & Conditions

### Terms and Conditions of Sale - Dulux.co.uk

This page (together with the website [legal notices](#) [1] and the [Privacy Policy](#) [2], tells you information about us and the legal terms and conditions (Terms) on which we sell any of the products (Products) listed on [www.dulux.co.uk](http://www.dulux.co.uk) [3] to you.

These Terms will apply to any contract between us for the sale of goods to you (Contract). Please read these Terms carefully and make sure that you understand them, before ordering any Products from our site. Please note that by ordering any of our Products, you agree to be bound by these Terms and the other documents expressly referred to in it.

Please click on the button marked "I Accept" at the end of these Terms if you accept them. If you refuse to accept these Terms, you will not be able to order any Products from our site. You should print a copy of these Terms or save them to your computer for future reference.

We amend these Terms from time to time as set out in clause 10. Every time you wish to order Products, please check these Terms to ensure you understand the terms which will apply at that time. These Terms were most recently updated on 13th April 2017.

These Terms, and any Contract between us, are only in the English language.

## 1. Information about us

- We are Imperial Chemical Industries Limited trading as ICI Paints AkzoNobel, a company registered in England and Wales under company number 218019 and with our registered office at The AkzoNobel Building, Wexham Road, Slough, SL2 5DS (us, our or we). We operate the website [www.dulux.co.uk](http://www.dulux.co.uk) [4] (this/our site). To contact us, please see our Contact Us page [Contact Us](#) [5]

## 2. Use of the site

- Your use of the site is governed by the [legal notices](#) [1] and the [Privacy Policy](#) [2].

## 3. How we use your personal information

- We use your personal information in accordance with our [Privacy Policy](#) [2]. Please take time to read these, as they include important terms which apply to you.

## 4. If you are a consumer (this clause only applies if you are a



**Dulux WeatherShield Promise** (Dulux Retail WeatherShield Promise) is a promotional offer unless we specifically request it

2. The Dulux WeatherShield Promise promotion is open to private individuals in the United Kingdom (including Northern Ireland, the Channel Islands and the Isle of Man) aged 16 and above (the "Participants"). This offer is not open to businesses, sole traders purchasing paint in the course of trade, employees of the AkzoNobel group of companies, their agents, wholesalers, resellers, retailers or anyone connected with the promotion. Claims must be submitted by the end user customer only, or by a carer or guardian on behalf of the end user customer. Resellers and retailers may not submit registrations or claims on behalf of their customers.
3. To participate you must register and apply your qualifying product within 6 months from the date of purchase at [weathershieldpromise.dulux.co.uk](http://weathershieldpromise.dulux.co.uk) [9]. Please follow the registration steps carefully as any failure to do so will invalidate your claim. At the point of registration, you will be required to: a. Upload a clear copy of your receipt or invoice showing the details of the qualifying product that you have purchased, the date of purchase and the price paid for the qualifying product; b. Provide details of the retailer or reseller where you purchased the qualifying product, the date on which you purchased the qualifying product and the price you paid for the qualifying product; c. Provide details of the address at which the qualifying product has been applied; d. Upload a photograph of the wall that you will use the qualifying product on, prepared properly in accordance with the instructions provided on the back of the pack of the qualifying product; e. Upload a photograph of the wall painted with the qualifying product. The qualifying product must be applied on properly prepared surfaces in accordance with the details on the back of pack.
4. Only one registration will be accepted per purchase of qualifying product.
5. To qualify to claim for your money back for your registered product: a. you must have completed an approved registration as described above; b. the walls painted with the registered product must have been affected by one or more of the following conditions: Flaking, Peeling or Mould Staining within the paint film; and c. you must still be a resident of the registered household address. If those three conditions apply, you must return to this website ([weathershieldpromise.dulux.co.uk](http://weathershieldpromise.dulux.co.uk)) and claim by logging into your account supplied on registration and uploading pictures of the affected area clearly showing the flaking, peeling or mould staining.
6. The value returned to you will be for the volume of paint used on the painted area, rounded up to the nearest available paint can size.
7. Applications will be verified to ensure that the transaction made is a bona fide purchase of the product. Claims will be verified to check the qualifying paint and completed exterior meet the Terms and Conditions of the promotion. The outcome of your claim will be communicated to you within seven (7) working days via an email address registered with this promotion. Provided that these terms and conditions have been met and your claim has been validated and approved, we will send you the value of the qualifying product.
8. Claims not made in accordance with these terms and conditions (including where the registration requirements are not met) will be deemed invalid. If a claim is refused because the terms of the offer have not been met, the promoter's decision is final. The Promoter reserves the right to withdraw, amend or terminate the promotion without notice. All registrations made in accordance with these terms and conditions and made prior to the Promoter withdrawing, amending or terminating the promotion will still be honoured.
9. Promoter reserves the right to closely monitor usage of the promotional website, including users' IP addresses, so that we may identify misuse, and disqualify applications.
10. The Promoter provides the registration website as is.
11. No third party or joint submissions will be accepted, except for those submissions made by a carer or guardian on behalf of the end user customer.





**Dulux Perfect Colour Promise (Promo Ended)** Guarantee. Your personal details will at all times be kept confidential and in accordance with our Data Protection Legislation (Dulux Visit [www.dulux.co.uk/privacy](http://www.dulux.co.uk/privacy)).  
**WeatherShield Detail** will not apply to "Selected Product" from participating Retailers. You can request promotional personal data, is not happy with the colour of the product, apply for a post UK Privacy Officer, AkzoNobel, The same as Advice Centre, Wexham Road, Slough, Berkshire, SL2 5DS. **My paint is Blue, Brilliant White, Chilly White, Magic White and Parson Altra products are excluded.**

2. The Guarantee is valid for selected products purchased at participating stores between 1st January 2017 and May 31st 2019.
3. The Guarantee is available to all UK residents aged 18 and above except employees of the AkzoNobel group, their families, their agents or any other person connected with this promotion. The Guarantee is valid for individual customers only. Claims from companies, groups, clubs or organizations will not be honoured.
4. The Guarantee is restricted to replacement of the product only and excludes any claim for labour or other costs in respect of the original or replacement product.
5. To claim, fill in your details as stated on the steps on [dulux.co.uk/guarantee](http://dulux.co.uk/guarantee) and send to Dulux, Perfect Colour Promise, AkzoNobel, Wexham Road, Slough, Berkshire, SL2 5DS by no later than 31st May 2019 (your "Claim"). You must include a statement of 50 to 100 words detailing why you are not happy with your original product, a clear photo of the Selected Product applied in your house and your original itemised store till receipt clearly showing purchase and dated within the promotional period 1st of January 2017 to May 31st 2019.
6. Upon receipt of a valid Claim, a unique voucher will be posted to you within 28 days. You can then take your unique voucher into any participating store to redeem your replacement product by no later than May 31st 2019. Replacement products are subject to availability. Full voucher terms and conditions apply.
7. The unique voucher is issued for one can of product of the same size and type as the product it is replacing but in a different colour. The replacement product cannot be in the same colour as the unsatisfactory product.
8. The Guarantee is limited to one voucher for one replacement product can per household. We will only accept one claim per envelope. No third party or bulk entries will be accepted.
9. No responsibility can be accepted by the Promoter for Claims that are lost, damaged or delayed in the post. Photocopied Claims or receipts will deem the Claim invalid and will not be processed. Proof of posting does not constitute proof of delivery.
10. It is not necessary for customers to return the unsatisfactory product and returns will not be accepted. Disposal of unused product is the responsibility of the customer.
11. The voucher must be claimed by a resident of the property that is to be painted. The voucher has no cash value, is not transferable or assignable and cannot be used in conjunction with any other offers or promotions.
12. The Promoter reserves the right to amend or withdraw this promotion without prior notice or compensation.
13. This Promotion does not affect your statutory rights.
14. If any provision in these Terms and Conditions ("T&Cs") is found by any court or competent authority to be invalid, unlawful or unenforceable, that provision shall be deemed not to be part of the T&Cs and it shall not affect the enforceability of the rest of the provisions of the T&Cs.
15. Your personal data will only be used for the fulfillment of the Dulux Perfect Colour Promise promotion.
16. AkzoNobel, the AkzoNobel logo, Dulux, the Flourish logo, Let's Colour, the Dulux Perfect Colour Promise logo, distinctive colour names and liveries are trade marks of the AkzoNobel group ©AkzoNobel 2017.
17. This Promotion is governed by the laws of England and Wales and is subject to the exclusive jurisdiction of the English courts. The Promoter is Imperial Chemical Industries Limited, Wexham Road, Slough, Berkshire SL2 5DS. Please ensure claims are sent to the address as detailed in condition 5 as otherwise they will not be processed.
18. This promotion is not available in the Republic of Ireland.

[close](#)

## Join our newsletter

Discover decorating trends and ideas in our new monthly newsletter.

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I agree to the processing of my personal data by AkzoNobel, including from other [AkzoNobel Group companies](#) as well as entities acting on their behalf.

Please select the privacy policy consent checkbox

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I consent to receiving the personalized newsletter from Dulux, to be informed about AkzoNobel products (and services), including from other [AkzoNobel Group companies](#)...read more events and promotions (including offers and discounts), for which AkzoNobel may analyse my personal data, including the preferences I shared with AkzoNobel, my online and offline shopping history, and my registered use of AkzoNobel websites and apps. AkzoNobel can contact me through E-mail, Mail, SMS, Apps, Social Media or through other communication channels provided by me. [What does this mean?](#)

Please select the checkbox to subscribe to our newsletter

Subscribe

If you'd like to know more about how we use your personal data, please read our [privacy statement](#).

### Links

[1] <https://www.dulux.co.uk/en/legal>

[2] <https://www.dulux.co.uk/en/privacy-policy>

[3] <http://www.dulux.co.uk>

[4] <https://www.dulux.co.uk/en>

[5] <https://www.dulux.co.uk/en/contact-us>

[6] <https://www.dulux.co.uk/en/articles/delivery-information>

[7] <mailto:order@dulux.co.uk>

[8] <mailto:duluxpromise@akzonobel.com>

[9] <http://%3D/>

[10] <mailto:help@weathershieldpromise.co.uk>

[11] <mailto:dulux.select@akzonobel.com>

[12] <mailto:dtevents@akzonobel.com>