

Key Factory Ltd

Website Terms and Conditions

Professional Consolidated Draft

Prepared: July 2026

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1. Company Information

1. Company Information

1.1 About Us

These Website Terms and Conditions ("Terms") govern your use of the Key Factory Ltd website and the purchase of products and services from us.

By accessing our website, creating an account or placing an order, you agree to be bound by these Terms and Conditions.

1.2 Company Details

Company Name: Key Factory Ltd

Company Registration Number: 15697073

Registered Office:

15 Park Avenue
Finchley
London
N3 2EJ
United Kingdom

Customer Support Email:

support@keyfactory.co.uk

Website:

<https://www.keyfactory.co.uk>

1.3 Our Business

Key Factory Ltd is a company incorporated and registered in England and Wales. We specialise in the online manufacture and supply of replacement, duplicate, restricted and high-security keys together with associated locksmith products and security services.

Throughout these Terms:

- **"Key Factory", "Key Factory Ltd", "we", "us" and "our"** refer to Key Factory Ltd.
- **"Customer", "you" and "your"** refer to any individual or business using our website or purchasing products from us.
- **"Website"** means www.keyfactory.co.uk together with any associated webpages operated by Key Factory Ltd.
- **"Products"** means any keys, accessories or other goods supplied by Key Factory Ltd.

- **"Services"** means any online services, verification services or customer support provided by Key Factory Ltd.

1.4 Contacting Us

If you have any questions regarding these Terms & Conditions or require assistance with an order, please contact us using the details below:

Email: support@keyfactory.co.uk

We aim to respond to enquiries as quickly as reasonably practicable during our normal business hours.

1.5 VAT

Where applicable, VAT is charged in accordance with UK legislation and will be shown during checkout and on your VAT invoice.

1.6 Changes to Company Information

We may update our contact details, registered office, website address or other company information from time to time. The latest information will always be available on our website.

1.7 Legal Status

Key Factory Ltd is a private limited company incorporated in England and Wales and operates in accordance with the laws of England and Wales.

2. Definitions

In these Website Terms and Conditions, unless the context otherwise requires, the following words and expressions shall have the meanings set out below:

Account means a customer account registered with Key Factory Ltd for the purpose of placing, tracking and managing orders.

Business Customer means any person, company, partnership, sole trader or other organisation purchasing Products or Services for business purposes rather than as a consumer.

Consumer means an individual acting for purposes wholly or mainly outside their trade, business, craft or profession, as defined by the Consumer Rights Act 2015.

Contract means the legally binding agreement formed between you and Key Factory Ltd when we accept your Order.

Customer, you and your mean any individual or business accessing the Website, creating an Account or placing an Order with Key Factory Ltd.

Delivery Address means the address nominated by the Customer for delivery of Products, including any approved alternative delivery address.

DPD means DPDgroup UK Ltd or any alternative courier appointed by Key Factory Ltd to deliver Products.

Identity Verification means the security checks carried out by Key Factory Ltd to confirm a Customer's identity, authority and entitlement to request the manufacture of certain Products.

Order means a request submitted through the Website to purchase Products or Services from Key Factory Ltd.

Products means all keys, duplicate keys, restricted keys, registered keys, high-security keys, key blanks, locksmith products, accessories and any other goods supplied by Key Factory Ltd.

Restricted Key System means any key system that requires proof of ownership, security card verification, manufacturer authorisation or other security checks before duplication.

Security Card means a registration card, ownership card or manufacturer-issued authorisation card required to duplicate certain restricted or registered keys.

Services means all services provided by Key Factory Ltd, including online ordering, key identification, identity verification, customer support, manufacturing, quality assurance and delivery.

Stripe means Stripe Payments Europe, Ltd. and its affiliated companies, which process online payments securely on behalf of Key Factory Ltd.

Supporting Policies means the Privacy Policy, Cookie Policy, Delivery Policy, Returns and Refunds Policy, Identity Verification Policy and any other policies published on the Website and incorporated into these Terms.

Website means the Key Factory Ltd website located at www.keyfactory.co.uk, together with all associated webpages, applications and online services operated by Key Factory Ltd.

Working Day means any day other than a Saturday, Sunday or public holiday in England on which banks are open for business.

Writing or **Written** includes communication by email and any other electronic method accepted by Key Factory Ltd.

Key Factory Ltd, Key Factory, we, us and **our** mean Key Factory Ltd, a company incorporated and registered in England and Wales under Company Number **15697073**, whose registered office is **15 Park Avenue, Finchley, London, N3 2EJ, United Kingdom**.

Interpretation

Unless the context requires otherwise:

- words importing the singular include the plural, and vice versa;
- references to one gender include all genders;
- references to legislation include any amendments, re-enactments or replacements of that legislation;
- headings are included for convenience only and do not affect the interpretation of these Terms;
- references to "including", "include" or similar expressions shall be interpreted as meaning "including without limitation".

3. Eligibility

3.1 Eligibility to Use the Website

By accessing the Website, creating an Account or placing an Order, you confirm that you have the legal capacity to enter into a binding contract under the laws of England and Wales.

3.2 Minimum Age

You must be at least **18 years of age** to purchase Products or Services from Key Factory Ltd. By placing an Order, you warrant that you are 18 years of age or older.

3.3 Authority to Order

You may only order keys that:

- you legally own;
- you are authorised to duplicate;
- you have lawful permission to obtain; or
- you are otherwise legally entitled to purchase.

You must not order duplicate keys for any property, vehicle, business premises or security system without the appropriate authority. "Key Factory Ltd may use automated tools or artificial intelligence technologies where appropriate

3.4 Restricted and High-Security Keys

Certain restricted, registered or high-security key systems require additional verification before manufacture.

Key Factory Ltd may require you to provide:

- government-issued photographic identification;
- proof of address;
- a valid security or registration card;
- proof of ownership or lawful occupation;
- written authority from the registered owner, landlord or managing agent;
- manufacturer or authorised distributor approval; or
- any other documentation reasonably required to verify your entitlement.

Failure to provide satisfactory evidence may result in your Order being delayed, refused or cancelled.

3.5 Business Customers

Where an Order is placed on behalf of a company, partnership, charity, public authority or other organisation, the individual placing the Order confirms that they have full authority to legally bind that organisation and accept these Terms & Conditions on its behalf.

3.6 Accurate Information

You agree that all information provided to Key Factory Ltd, including account details, delivery information, uploaded photographs, identity documents and supporting evidence, is accurate, complete and up to date.

Providing false, misleading or fraudulent information may result in:

- refusal or cancellation of an Order;
- suspension or closure of your Account;
- refusal of future services; and
- referral to law enforcement or regulatory authorities where appropriate.

3.7 Geographic Availability

Key Factory Ltd primarily supplies Products within the United Kingdom. We reserve the right to refuse Orders from countries or territories where delivery, export controls, sanctions, legal restrictions or security concerns prevent us from fulfilling the Order.

3.8 Compliance with Laws

You agree to use the Website and our Products only for lawful purposes and in compliance with all applicable laws and regulations.

You must not use any Product or Service supplied by Key Factory Ltd to facilitate unlawful entry, theft, fraud, criminal activity or any other illegal purpose.

3.9 Right to Refuse Service

Key Factory Ltd reserves the right, at its sole discretion and where reasonably justified, to refuse or cancel any Order, suspend an Account or decline to provide Products or Services where we reasonably believe that:

- these Terms have been breached;
- verification requirements have not been satisfied;
- fraud or unlawful activity is suspected;

- the requested key may facilitate unauthorised access;
- payment has not been successfully authorised; or
- fulfilling the Order would place Key Factory Ltd, its customers or third parties at an unacceptable security or legal risk.

Nothing in this clause affects any statutory rights available to consumers under applicable UK law

4. Customer Accounts

4.1 Account Registration

To access certain features of the Website, including placing orders, tracking purchases and managing restricted key systems, you may be required to create a Customer Account.

By registering an Account, you agree to provide accurate, complete and up-to-date information and to maintain the accuracy of your account details at all times.

4.2 Eligibility

You must be at least 18 years of age and legally entitled to purchase or duplicate the keys you submit for manufacture.

Business Accounts may only be created by an individual who has authority to act on behalf of the relevant organisation.

4.3 Account Verification

Key Factory Ltd may require your registered email address to be verified before your Account is activated or before certain Orders are accepted.

Verification may include the use of a secure one-time verification code or other authentication methods considered appropriate by Key Factory Ltd.

4.4 Identity Verification

To protect customers, property owners and restricted key systems, Key Factory Ltd may require identity verification before processing certain Orders.

Verification may include:

- Government-issued photographic identification;
- Proof of address;
- Security or registration cards;
- Proof of ownership or authority to duplicate a key;
- Business authorisation documentation; or
- Any additional information reasonably required to verify your identity or authority.

Failure to complete identity verification may result in your Order being delayed, refused or cancelled.

4.5 Account Security

You are responsible for maintaining the confidentiality of your username, password and any authentication methods associated with your Account.

You must:

- keep your login credentials secure;
- not allow any other person to use your Account;
- notify Key Factory Ltd immediately if you suspect unauthorised access or misuse; and
- take reasonable steps to prevent unauthorised access to your Account.

Key Factory Ltd shall not be responsible for any loss arising from your failure to protect your Account credentials.

4.6 Accuracy of Account Information

You must ensure that your name, email address, telephone number, delivery address and any verification information remain accurate and up to date.

Key Factory Ltd is not responsible for delays, failed deliveries or other issues arising from inaccurate or outdated information provided by you.

4.7 Use of Your Account

Your Customer Account is personal to you and may only be used for lawful purposes.

You must not:

- create multiple Accounts for fraudulent purposes;
- impersonate another individual or organisation;
- provide false or misleading information;
- use another person's Account without permission; or
- use your Account to facilitate unlawful key duplication or criminal activity.

4.8 Suspension or Closure of Accounts

Key Factory Ltd reserves the right to suspend, restrict or permanently close any Customer Account where we reasonably believe that:

- these Terms and Conditions have been breached;
- identity verification has failed;

- fraudulent or unlawful activity is suspected;
- payment has been declined or reversed;
- abusive or threatening behaviour has occurred;
- false information has been supplied; or
- continued use of the Account could compromise the security of our business, customers or restricted key systems.

Where appropriate, any outstanding Orders may also be cancelled.

4.9 Data Protection

All personal information associated with your Customer Account is processed in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and our Privacy Policy.

4.10 Account Termination

You may request the closure of your Customer Account at any time by contacting support@keyfactory.co.uk.

Key Factory Ltd may retain certain information following account closure where required to:

- comply with legal or regulatory obligations;
- prevent fraud;
- resolve disputes;
- enforce contractual rights; or
- protect restricted key systems.

Any retained personal data will be processed in accordance with our Privacy Policy and applicable data protection legislation.

4.11 Customer Declaration

By creating a Customer Account, you confirm that:

- all information provided is accurate, complete and truthful;
- you will keep your login credentials secure;
- you will use your Account only for lawful purposes;

- you are authorised to obtain any keys ordered through the Website; and
- you agree to comply with these Website Terms and Conditions and all applicable laws.

Key Factory Ltd reserves the right to verify your identity, refuse registration, suspend Accounts or terminate Accounts where reasonably necessary to protect customers, restricted key systems and the security of our services.

5. Identity Verification & Fraud Prevention

5.1 Our Commitment to Security

Key Factory Ltd is committed to protecting customers, property owners, businesses and restricted key systems from fraud, unauthorised key duplication, identity theft and criminal activity.

To help maintain the integrity and security of our services, we operate a comprehensive identity verification and fraud prevention programme before manufacturing certain Products.

5.2 Verification Requirements

Depending on the type of Product ordered, we may require one or more of the following before accepting or manufacturing an Order:

- Government-issued photographic identification (such as a passport or UK driving licence).
- Proof of residential address.
- Verification of your registered email address.
- A valid security card, registration card or manufacturer authorisation card.
- Proof of ownership or lawful authority to duplicate the key.
- Landlord, managing agent or employer authorisation where applicable.
- Business authorisation for corporate customers.
- Any additional documentation reasonably required to verify your identity or entitlement.

Failure to provide satisfactory evidence may result in the Order being delayed, refused or cancelled.

5.3 Email Verification

Before certain Orders are accepted, customers must verify ownership of their registered email address by successfully entering a secure one-time verification code sent to the email address associated with their Key Factory Account.

5.4 Verification of Customer Accounts

Identification documents and supporting information may be checked against the details held within your Customer Account to confirm that:

- the Account holder is genuine;

- the person placing the Order is authorised;
- the Order is legitimate; and
- the requested key may lawfully be duplicated.

5.5 Enhanced Verification

Additional security checks may be carried out for:

- Restricted or registered key systems.
- High-security keys.
- Master key systems.
- Commercial and institutional key systems.
- Orders considered unusual or high risk.
- Orders where fraud or unauthorised activity is reasonably suspected.

Key Factory Ltd reserves the right to request additional evidence before proceeding with manufacture.

5.6 Fraud Prevention

To protect our customers and business, Key Factory Ltd may carry out manual and automated fraud prevention checks, including:

- identity verification;
- email verification;
- payment verification;
- address verification;
- document authentication;
- customer account review;
- key ownership verification;
- fraud detection screening;
- sanctions screening where legally required; and
- analysis of order patterns and unusual purchasing activity.

Orders may be delayed, suspended or cancelled where verification cannot be completed satisfactorily.

5.7 Artificial Intelligence and Automated Verification

Key Factory Ltd may use automated technologies, including artificial intelligence and machine learning, to assist with:

- analysing uploaded key images;
- validating documentation;
- detecting potential fraud;
- improving manufacturing accuracy;
- identifying duplicate or suspicious orders; and
- supporting quality assurance.

Automated technologies are used to assist our verification processes and do not replace human review where additional checks are required.

5.8 Refusal of Orders

Key Factory Ltd reserves the right to refuse, suspend or cancel any Order where:

- identity cannot be verified;
- requested documentation is incomplete;
- fraudulent documents are suspected;
- payment cannot be authorised;
- the Customer fails to complete verification;
- false or misleading information has been supplied; or
- we reasonably believe that manufacturing the requested Product may facilitate unlawful access or criminal activity.

5.9 Reporting Fraud

Where required by law, court order or where reasonably necessary for the prevention, detection or investigation of crime or fraud, Key Factory Ltd may disclose relevant information to:

- Police Forces;

- National Crime Agency (NCA);
- Action Fraud;
- Trading Standards;
- HM Revenue & Customs (HMRC);
- Information Commissioner's Office (ICO);
- Fraud Prevention Agencies;
- Courts;
- Regulatory Authorities; and
- any other competent law enforcement or government authority.

Such disclosures will only be made in accordance with applicable legislation, including the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

5.10 Retention of Verification Information

Identity documents, verification records, uploaded key images and associated information will only be retained for as long as reasonably necessary to:

- complete your Order;
- comply with legal obligations;
- prevent fraud;
- investigate suspicious activity;
- resolve disputes;
- protect restricted key systems; and
- enforce our legal rights.

Thereafter, such information will be securely deleted or anonymised in accordance with our Data Retention Policy.

5.11 Customer Responsibilities

By placing an Order, you confirm that:

- you are the lawful owner of, or are authorised to duplicate, the key submitted;
- all information and documentation provided is genuine, accurate and complete;

- all uploaded photographs relate to the key being ordered;
- you will promptly provide any additional information reasonably requested by Key Factory Ltd; and
- you understand that providing false information may result in refusal of service, cancellation of Orders, account suspension and referral to law enforcement authorities where appropriate.

5.12 Compliance with Data Protection Law

All personal information collected as part of the identity verification and fraud prevention process is processed in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and the Key Factory Ltd Privacy Policy.

5.13 Reservation of Rights

Nothing in this section limits Key Factory Ltd's right to take any action reasonably necessary to protect its customers, employees, suppliers, restricted key systems, intellectual property or business operations from fraud, cybercrime, theft or other unlawful activity.

6. Orders and Products

6.1 Placing an Order

Orders may be placed through the Key Factory Ltd Website by registered Customer Account holders and, where available, by approved guest checkout users.

By placing an Order, you confirm that:

- you are at least 18 years of age;
- you have the legal capacity to enter into a binding contract;
- you are authorised to obtain the requested key or Product;
- all information provided is accurate and complete; and
- you have read and accepted these Website Terms & Conditions.

Submission of an Order constitutes an offer to purchase Products from Key Factory Ltd and does not guarantee acceptance. Key Factory Ltd is not responsible for damage caused by a worn, damaged or defective original key or lock where the duplicate has been manufactured correctly.

6.2 Order Acceptance

An Order is accepted only when:

- payment has been successfully authorised;
- all required identity and security verification checks have been completed;
- Product availability has been confirmed; and
- Key Factory Ltd has issued an Order Confirmation by email.

Until an Order has been accepted, Key Factory Ltd reserves the right to refuse or cancel it without liability, subject to applicable law.

6.3 Product Information

We make every reasonable effort to ensure that all Product descriptions, specifications, photographs, measurements and prices displayed on the Website are accurate.

However:

- Product images are provided for illustration purposes only.
- Colours, finishes and markings may vary slightly.

- Minor cosmetic differences that do not affect functionality shall not be regarded as defects.
- Product specifications may change where manufacturers update their designs.

6.4 Bespoke and Custom-Manufactured Products

The majority of keys supplied by Key Factory Ltd are manufactured specifically to the Customer's requirements.

Manufacture may begin shortly after:

- identity verification;
- payment authorisation; and
- Order acceptance.

Once manufacturing has commenced, Orders for bespoke Products cannot normally be cancelled or refunded except where required by applicable law.

6.5 Customer Responsibilities

Customers are responsible for ensuring that:

- uploaded key photographs are clear, accurate and in focus;
- key codes and measurements are correct;
- selected Products match the original key;
- delivery details are accurate;
- all requested documentation is provided promptly; and
- the information supplied accurately represents the original key.

Key Factory Ltd is not responsible for Products manufactured using inaccurate or incomplete information supplied by the Customer.

6.6 Restricted and High-Security Keys

Certain Products require enhanced verification before manufacture.

These may include:

- restricted keys;
- registered key systems;
- patented key systems;

- master key systems;
- commercial security keys;
- institutional security keys; and
- manufacturer-controlled key systems.

Additional documentation may be requested before manufacture begins.

6.7 Manufacturing Process

All Products are manufactured using reasonable skill and care and are subject to internal quality control procedures before dispatch.

Whilst every effort is made to manufacture accurate duplicate keys, manufacturing is dependent upon the quality and accuracy of the information supplied by the Customer.

6.8 Quality Assurance

Each Product may undergo quality inspection before dispatch.

Quality assurance procedures may include:

- visual inspection;
- dimensional verification;
- image comparison;
- manufacturing tolerance checks;
- automated inspection technologies; and
- manual verification where required.
- Duplicate keys are manufactured to reasonable engineering tolerances and minor cosmetic differences which do not affect operation do not constitute defects

Completion of quality assurance does not remove the Customer's responsibility to verify that the original information supplied was accurate.

6.9 Product Availability

All Products are offered subject to availability.

Key Factory Ltd reserves the right to:

- discontinue Products;
- amend specifications;

- withdraw Products from sale;
- limit purchase quantities; or
- refuse Orders where Products are unavailable.

Where a Product becomes unavailable after an Order has been placed, Customers will be offered an appropriate refund or alternative where suitable.

6.10 Manufacturing and Delivery Times

Estimated manufacturing and delivery times are provided for guidance only.

Delays may occur due to:

- identity verification;
- supplier availability;
- courier delays;
- quality assurance procedures;
- public holidays;
- adverse weather; or
- Circumstances beyond our reasonable control.
- delivery estimates are not guaranteed;
- title passes only after payment;
- risk passes on delivery (already included);
- Customers should report non-delivery within a reasonable period (for example, 14 days after the estimated delivery date).

Time shall not be of the essence unless expressly agreed in writing.

6.11 Inspection Upon Delivery

Customers should inspect all Products immediately upon delivery.

Any alleged defects, shortages or incorrect Products should be reported to support@keyfactory.co.uk as soon as reasonably practicable.

Failure to notify us promptly may delay investigation of any claim.

6.12 Non-Working Keys

If a supplied key does not operate correctly on first use, the Customer must provide:

- the Order number;
- a clear video showing the original key operating the lock (where available);
- a clear video showing the supplied Key Factory key being tested in the same lock; and
- any additional photographs or information reasonably requested.

Subject to satisfactory evidence and the Customer's statutory rights, Key Factory Ltd may manufacture and dispatch one replacement key without additional manufacturing charges.

6.13 Refusal or Cancellation of Orders

Key Factory Ltd reserves the right to refuse, suspend or cancel any Order where:

- identity verification fails;
- fraud or unlawful activity is suspected;
- payment is unsuccessful;
- inaccurate information has been supplied;
- the requested key cannot lawfully be duplicated;
- manufacturing would compromise the security of a restricted key system; or
- fulfilment of the Order would expose Key Factory Ltd or any third party to unacceptable legal or security risks.

Where appropriate, any payment received will be refunded in accordance with applicable law.

6.14 Transfer of Risk and Ownership

Risk in the Products passes to the Customer upon successful delivery to the nominated delivery address.

Ownership of the Products remains with Key Factory Ltd until payment has been received in full.

6.15 Customer Declaration

By placing an Order, you confirm that:

- you are legally entitled to obtain the requested Product;

- all information, images and documentation supplied are accurate;
- the requested key is being ordered for lawful purposes only;
- you understand that false declarations may result in refusal of service, cancellation of Orders, account suspension and referral to law enforcement authorities where appropriate; and
- you agree to comply with these Website Terms & Conditions and all applicable laws.

Nothing in this section limits or affects any statutory rights available to consumers under the Consumer Rights Act 2015 or other applicable UK legislation.

7. Customer Responsibilities

7.1 General Responsibility

Customers are responsible for ensuring that all information provided to Key Factory Ltd is accurate, complete and up to date. Failure to provide accurate information may result in delays, incorrect manufacture, cancellation of an Order or refusal of service.

7.2 Accuracy of Information

You agree to ensure that all information submitted to Key Factory Ltd is true, accurate and complete, including but not limited to:

- Your name and contact details.
- Delivery and billing addresses.
- Email address and telephone number.
- Key codes and product selections.
- Uploaded key photographs.
- Measurements and specifications.
- Identity verification documents.
- Security cards or supporting documentation.

You must promptly notify Key Factory Ltd if any information changes after placing an Order.

7.3 Key Photographs

You are responsible for ensuring that all uploaded photographs:

- are clear, well-lit and in focus;
- accurately represent both sides of the original key where requested;
- have not been digitally altered or manipulated;
- show the complete key profile and identifying markings where applicable; and
- are suitable for manufacturing purposes.

Poor-quality or inaccurate images may delay manufacture or result in an incorrectly manufactured Product.

7.4 Authority to Duplicate

You confirm that you are the lawful owner of, or are otherwise authorised to duplicate, every key submitted through the Website.

You must not submit any key where you do not have the legal authority or permission to obtain a duplicate.

7.5 Identity Verification

Where requested, you must provide genuine and valid:

- government-issued photographic identification;
- proof of address;
- security or registration cards;
- manufacturer authorisation;
- proof of ownership; or
- any other documentation reasonably required by Key Factory Ltd.

Failure to complete verification may result in refusal or cancellation of your Order.

7.6 Email Verification

Where applicable, you must successfully complete any email verification process before your Order can be accepted or manufactured.

7.7 Inspection of Products

You should inspect all Products immediately upon delivery.

If you believe a Product is defective, damaged or incorrect, you must notify support@keyfactory.co.uk as soon as reasonably practicable and provide any information reasonably requested to investigate the matter.

7.8 Non-Working Keys

Where a supplied key does not operate correctly, you agree to provide:

- your Order number;
- a clear video showing the original key operating the lock (where available);
- a clear video showing the Key Factory supplied key being tested in the same lock;
and
- any additional photographs or evidence reasonably requested.

No replacement or refund assessment can begin until sufficient evidence has been received.

7.9 Modification of Products

You must not:

- alter;
- file;
- grind;
- cut;
- bend;
- modify; or
- attempt to repair

any Product supplied by Key Factory Ltd before contacting us regarding an alleged defect, as doing so may affect your entitlement to a replacement or other remedy, subject always to your statutory rights.

7.10 Security of Account Information

You are responsible for maintaining the confidentiality of:

- your Customer Account credentials;
- passwords;
- verification codes;
- security cards;
- restricted key registration details; and
- any other authentication information associated with your Account.

You must notify Key Factory Ltd immediately if you suspect unauthorised access or misuse.

7.11 Lawful Use

You agree that all Products purchased from Key Factory Ltd will be used only for lawful purposes.

You must not use our Website or Products to:

- obtain unauthorised access to property;

- facilitate theft or burglary;
- commit fraud;
- assist criminal activity;
- infringe another person's legal rights; or
- breach any applicable law or regulation.

7.12 Cooperation

You agree to cooperate fully with any reasonable request made by Key Factory Ltd relating to:

- identity verification;
- fraud prevention;
- Order validation;
- investigation of suspected misuse;
- product quality enquiries; or
- customer support.

Failure to cooperate may result in delays, refusal of service or cancellation of an Order.

7.13 Consequences of Non-Compliance

Key Factory Ltd shall not be responsible for delays, additional costs, incorrectly manufactured Products or failed deliveries arising from:

- inaccurate information supplied by the Customer;
- poor-quality photographs;
- incorrect measurements or key codes;
- failure to complete verification checks;
- misuse of Products;
- unauthorised modifications; or
- any breach of these Customer Responsibilities.

Nothing in this clause limits or excludes your statutory rights under the Consumer Rights Act 2015 or any other applicable consumer protection legislation.

7.14 Customer Declaration

By placing an Order with Key Factory Ltd, you confirm that:

- all information provided is true, accurate and complete;
- all uploaded photographs and documents genuinely relate to the key submitted;
- you are legally authorised to obtain the requested duplicate key;
- you will comply with all verification requirements;
- you will use the Products only for lawful purposes; and
- you accept responsibility for complying with these Customer Responsibilities throughout the ordering process.

Failure to comply with these obligations may result in the refusal or cancellation of Orders, suspension or termination of your Customer Account and, where appropriate, referral to law enforcement or regulatory authorities.

8. Pricing and Payment

8.1 Product Pricing

All prices displayed on the Website are shown in **Pounds Sterling (£ GBP)**.

Unless otherwise stated:

- prices include Value Added Tax (VAT) where applicable;
- delivery charges are shown separately during checkout;
- prices apply only to purchases made through the Key Factory Ltd Website; and
- promotional prices apply only for the period stated.

Key Factory Ltd reserves the right to amend prices at any time before an Order is accepted.

8.2 Price Accuracy

Whilst every reasonable effort is made to ensure that prices displayed on the Website are accurate, errors may occasionally occur.

If a pricing error is identified before an Order is accepted, Key Factory Ltd may:

- correct the price;
- contact you to confirm whether you wish to proceed at the correct price; or
- cancel the Order and issue a full refund where payment has already been taken.

8.3 Payment Methods

Key Factory Ltd accepts payment using the methods displayed during the checkout process, which may include:

- Visa;
- Mastercard;
- American Express;
- Apple Pay;
- Google Pay;
- Link;
- other payment methods supported by **Stripe**.

Available payment methods may change without prior notice.

8.4 Secure Payment Processing

All online payments are securely processed by **Stripe Payments Europe Ltd** (or another Stripe entity providing payment services in the United Kingdom).

Key Factory Ltd does **not** store or have access to your full payment card details.

Payment information is encrypted and processed using secure industry-standard technology in accordance with the Payment Card Industry Data Security Standard (PCI DSS).

8.5 Payment Authorisation

Your payment method will be authorised at the time your Order is placed.

Key Factory Ltd reserves the right to delay manufacture or refuse an Order where:

- payment authorisation fails;
- fraud prevention checks cannot be completed;
- the payment provider declines the transaction; or
- there is reasonable suspicion of fraudulent activity.

8.6 When Payment Is Taken

Unless otherwise stated, full payment is required before manufacture and dispatch of any Product.

Manufacture of bespoke or custom-made Products will not commence until payment has been successfully authorised.

8.7 Failed Payments

Where payment is declined or subsequently reversed, Key Factory Ltd reserves the right to:

- suspend manufacture;
- cancel the Order;
- refuse future Orders;
- recover any outstanding sums due; and
- pursue any legal remedies available.

8.8 Promotional Discounts and Discount Codes

From time to time, Key Factory Ltd may offer promotional pricing, discount codes or special offers.

Unless otherwise stated:

- discount codes cannot be exchanged for cash;
- only one promotional code may be used per Order;
- promotions cannot normally be combined;
- promotions may be withdrawn or amended at any time; and
- discounts do not apply retrospectively.

Key Factory Ltd reserves the right to refuse promotional discounts where misuse or fraud is suspected.

8.9 Taxes and Duties

For Orders delivered outside the United Kingdom, Customers are responsible for any import duties, customs charges, taxes or other fees imposed by the destination country unless expressly stated otherwise.

Key Factory Ltd is not responsible for delays caused by customs authorities.

8.10 Refunds

Refunds will be processed using the original payment method wherever possible.

Where a refund is approved, Key Factory Ltd will aim to process it promptly. The time taken for funds to appear in your account will depend on your bank or payment provider.

Refund eligibility is subject to these Terms & Conditions, the Consumer Rights Act 2015 and the Consumer Contracts Regulations 2013.

8.11 Fraud Prevention

To protect Customers and the integrity of our services, Key Factory Ltd may undertake payment verification and fraud prevention checks before accepting an Order.

Where fraud or suspicious activity is reasonably suspected, we reserve the right to:

- request additional identity verification;
- delay or cancel the Order;
- refuse payment methods;
- suspend Customer Accounts; and

- report suspected criminal activity to the Police, Action Fraud, fraud prevention agencies or other competent authorities where required by law or reasonably necessary for the prevention or detection of crime.

8.12 Chargebacks

If a Customer initiates an unjustified chargeback or payment dispute after receiving Products or Services, Key Factory Ltd reserves the right to:

- dispute the chargeback with the payment provider;
- recover any outstanding sums owed;
- suspend or close the Customer Account;
- refuse future Orders; and
- take legal action where appropriate.

This clause does not affect a Customer's statutory rights to dispute genuinely unauthorised or incorrect transactions.

8.13 Reservation of Rights

Key Factory Ltd reserves the right to refuse or cancel any Order where payment cannot be verified, fraud is suspected, pricing errors have occurred or these Terms & Conditions have been breached.

Nothing in this section limits or excludes any statutory rights available to consumers under applicable UK law.

9. Delivery

9.1 Delivery Service

Key Factory Ltd uses reputable third-party courier providers to deliver Products. Unless otherwise stated, all deliveries are made using **DPD Tracked Delivery** or an equivalent tracked delivery service.

Delivery methods may vary depending on the Product, destination and service selected during checkout.

9.2 Delivery Addresses

Customers are responsible for providing a complete and accurate delivery address when placing an Order.

At the Customer's request, Products may be delivered to:

- a residential address;
- a business address;
- an alternative delivery address;
- a workplace;
- a trusted family member or friend; or
- another address specified during checkout.

Key Factory Ltd is not responsible for delays, failed deliveries or additional costs resulting from inaccurate or incomplete delivery information supplied by the Customer.

9.3 Dispatch

Products will be dispatched once:

- payment has been successfully authorised;
- identity verification requirements (where applicable) have been completed;
- manufacturing has been completed; and
- quality assurance checks have been successfully carried out.

Customers will normally receive email confirmation when their Order has been dispatched.

9.4 Delivery Times

Estimated delivery times displayed on the Website are provided for guidance only and are not guaranteed.

Delivery may be delayed due to:

- manufacturing requirements;
- identity verification;
- courier delays;
- adverse weather conditions;
- customs clearance;
- public holidays;
- industrial action; or
- circumstances beyond the reasonable control of Key Factory Ltd.

Time shall not be of the essence unless expressly agreed in writing.

9.5 Tracking

Where available, Customers will receive tracking information by email to enable them to monitor the progress of their delivery.

Tracking services are provided by the relevant courier and may be subject to the courier's own terms and conditions.

9.6 Discreet Packaging

For security and customer privacy, all Products are dispatched in **plain, unbranded packaging**.

The external packaging:

- does not display the Key Factory Ltd name or branding;
- does not indicate that it contains keys or security products;
- does not display the nature of the contents; and
- is designed to reduce the risk of theft or unwanted attention during transit.

9.7 Documentation

For security and privacy reasons:

- invoices, receipts and correspondence are normally sent electronically by email;
- no paperwork identifying the Customer or the Order is routinely enclosed within the package;

- no documentation identifying Key Factory Ltd is normally included inside the delivery packaging unless required by law or specifically requested by the Customer.

9.8 Risk in Transit

Risk in the Products passes to the Customer upon successful delivery to the delivery address provided during checkout.

Ownership of the Products remains with Key Factory Ltd until full payment has been received.

9.9 Missed Deliveries

Where a delivery cannot be completed because:

- the Customer is unavailable;
- the delivery address is incorrect;
- access cannot reasonably be obtained; or
- the parcel is not collected from the courier within the required time,

the courier may attempt redelivery or return the parcel to Key Factory Ltd.

Any additional delivery charges incurred as a result may be payable by the Customer.

9.10 Lost or Damaged Deliveries

If a Product is lost or arrives damaged during transit, the Customer should notify Key Factory Ltd as soon as reasonably practicable by contacting support@keyfactory.co.uk.

Key Factory Ltd will work with the courier to investigate the matter and, where appropriate, arrange a replacement or refund in accordance with applicable consumer protection legislation.

9.11 International Deliveries

Where international delivery is available, Customers are responsible for complying with all applicable import laws and regulations within the destination country.

Unless expressly agreed otherwise, Customers remain responsible for:

- import duties;
- customs charges;
- local taxes; and

- any other government-imposed fees.

Key Factory Ltd is not responsible for delays caused by customs authorities.

9.12 Force Majeure

Key Factory Ltd shall not be liable for any failure or delay in delivery caused by circumstances beyond our reasonable control, including but not limited to:

- extreme weather;
- natural disasters;
- pandemics;
- transport disruption;
- industrial disputes;
- cyber incidents;
- governmental restrictions; or
- failures of third-party courier services.

9.13 Customer Responsibilities

Customers must inspect their delivery promptly upon receipt and notify Key Factory Ltd without undue delay if:

- the incorrect Product has been received;
- the parcel has been damaged;
- items are missing; or
- there are any concerns regarding the delivery.

9.14 Reservation of Rights

Key Factory Ltd reserves the right to change delivery providers, delivery methods or delivery procedures where reasonably necessary to improve service, maintain security or comply with legal obligations.

Nothing in this section limits or excludes any statutory rights available to consumers under the Consumer Rights Act 2015, the Consumer Contracts Regulations 2013 or any other applicable UK legislation.

10. Consumer Rights

10.1 Your Statutory Rights

Nothing in these Terms & Conditions limits or excludes any statutory rights available to consumers under applicable UK law, including but not limited to:

- the Consumer Rights Act 2015;
- the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013;
- the Consumer Protection from Unfair Trading Regulations 2008; and
- any other applicable consumer protection legislation.

Your statutory rights remain unaffected.

10.2 Product Quality

Key Factory Ltd will ensure that Products supplied are:

- of satisfactory quality;
- fit for their intended purpose where that purpose has been made known to us;
- as described on our Website; and
- manufactured using reasonable skill and care.

Minor cosmetic variations that do not affect functionality shall not constitute a defect.

10.3 Bespoke and Personalised Products

Most keys manufactured by Key Factory Ltd are **custom-made and personalised** to the Customer's individual requirements.

Under Regulation 28 of the Consumer Contracts Regulations 2013, the statutory 14-day cancellation right does **not** apply to goods made to a consumer's specifications or clearly personalised.

Once manufacture has commenced, custom-made key Orders cannot normally be cancelled unless:

- the Product is faulty;
- the Product is not as described;
- the Product is not fit for purpose; or
- you are otherwise entitled to a remedy under applicable law.

10.4 Right to Reject Faulty Goods

Where a Product is faulty, not as described or unfit for purpose, you may have the right to:

- reject the Product for a full refund (where applicable);
- request a repair or replacement; or
- receive a price reduction,

in accordance with the Consumer Rights Act 2015.

10.5 Replacement Keys

If a duplicate key supplied by Key Factory Ltd does not operate correctly due to a manufacturing defect, we may, after reviewing the evidence provided, offer a replacement key or another appropriate remedy in accordance with your statutory rights.

Customers may be asked to provide:

- the Order number;
- photographs of the original and supplied key;
- a video demonstrating the issue; and
- any other information reasonably required to investigate the claim.

10.6 Customer Error

Key Factory Ltd is not responsible for Products manufactured using incorrect information supplied by the Customer, including but not limited to:

- incorrect key photographs;
- inaccurate measurements;
- incorrect key codes;
- incorrect product selection; or
- incomplete information.

This does not affect your statutory rights where the Product itself is faulty or not supplied in accordance with the contract.

10.7 Refunds

Where you are legally entitled to a refund, Key Factory Ltd will process the refund using the original payment method wherever reasonably possible.

Refunds will normally be processed promptly following approval, although the time taken for funds to appear in your account will depend on your bank or payment provider.

10.8 Cancellation Before Manufacture

Customers may request cancellation of an Order before manufacturing has commenced.

If manufacture has not started, Key Factory Ltd will normally cancel the Order and issue any applicable refund.

Once manufacturing has begun for personalised Products, cancellation may no longer be possible except where required by law.

10.9 Incorrect, Damaged or Missing Products

If you receive:

- an incorrect Product;
- a damaged Product; or
- an incomplete Order,

you should notify Key Factory Ltd as soon as reasonably practicable by contacting support@keyfactory.co.uk.

We will investigate the matter and, where appropriate, provide a repair, replacement, refund or other suitable remedy in accordance with applicable law.

10.10 Limitation on Consumer Rights

Nothing in these Terms & Conditions seeks to exclude or restrict liability for:

- death or personal injury caused by negligence;
- fraud or fraudulent misrepresentation;
- defective products where liability cannot lawfully be excluded; or
- any rights that cannot legally be limited or excluded under English law.

10.11 Business Customers

The consumer rights described in this section apply only to customers purchasing as consumers.

Business customers may have different rights and remedies, which shall be governed by these Terms & Conditions and applicable commercial law.

10.12 Contacting Us

If you believe your statutory consumer rights have been affected or you wish to make a claim regarding a Product purchased from Key Factory Ltd, please contact:

Key Factory Ltd

15 Park Avenue

Finchley

London N3 2EJ

Email: support@keyfactory.co.uk

We will aim to investigate and respond promptly, fairly and in accordance with applicable consumer protection legislation.

11. Returns and Refunds

11.1 General Policy

Key Factory Ltd is committed to supplying Products that meet the agreed specification and applicable legal requirements.

As the majority of our Products are **custom-manufactured and personalised**, our Returns and Refunds Policy differs from that of retailers selling standard off-the-shelf goods.

Nothing in this section affects your statutory rights under the Consumer Rights Act 2015 or any other applicable UK legislation.

11.2 Personalised and Bespoke Products

Most duplicate keys supplied by Key Factory Ltd are manufactured specifically to the Customer's individual requirements.

Under Regulation 28 of the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, the statutory 14-day cancellation right does not apply to goods that are made to a consumer's specifications or are clearly personalised.

Accordingly, once manufacture has commenced, personalised key Orders cannot normally be cancelled, returned or refunded unless:

- the Product is faulty;
- the Product is not as described;
- the Product is not fit for purpose; or
- Products should not be filed, modified or altered before contacting Key Factory Ltd, as this may affect our ability to assess any manufacturing issue
- you are otherwise entitled to a remedy under applicable law.

11.3 Returns Due to Manufacturing Defects

If you believe a Product has been incorrectly manufactured or contains a manufacturing defect, you should notify Key Factory Ltd as soon as reasonably practicable by emailing support@keyfactory.co.uk.

To assist our investigation, we may request:

- your Order number;
- photographs of both the original and supplied key;
- a clear video demonstrating the issue;

- details of the lock in which the key has been tested; and
- any additional information reasonably required.

Following investigation, Key Factory Ltd may, where appropriate:

- manufacture and dispatch a replacement Product;
- repair the Product where possible;
- provide a partial or full refund; or
- offer another suitable remedy in accordance with your statutory rights.

11.4 Incorrect Products

If you receive a Product that does not match your confirmed Order, please notify Key Factory Ltd promptly.

Where the error is our responsibility, we will arrange an appropriate remedy, which may include replacement or refund, in accordance with applicable consumer protection legislation.

11.5 Damaged Products

If your Order arrives damaged in transit, you should notify Key Factory Ltd as soon as reasonably practicable and, where possible, retain the original packaging.

We may request photographs of:

- the external packaging;
- the internal packaging;
- the Product received; and
- the courier label.

Where appropriate, we will investigate with the courier and provide a replacement, refund or other suitable remedy.

11.6 Customer Errors

Key Factory Ltd cannot normally accept returns or provide refunds where a Product has been manufactured correctly using information supplied by the Customer, including where the Customer has:

- uploaded incorrect or unclear photographs;
- selected the wrong Product;

- supplied incorrect measurements or key codes;
- provided inaccurate information; or
- ordered a duplicate for the wrong key.

Customers are responsible for checking all Order details before confirming their purchase.

11.7 Return Procedure

Where Key Factory Ltd requests that a Product be returned for inspection, Customers must:

- securely package the Product;
- follow any return instructions provided by Key Factory Ltd; and
- use a tracked postal or courier service where requested.

Unless the return is due to our error or a faulty Product, the Customer is responsible for return postage costs.

11.8 Refund Method

Approved refunds will normally be made using the original payment method.

The time taken for refunded funds to appear in your account will depend on your bank, card issuer or payment provider.

11.9 Partial Refunds

In appropriate circumstances, Key Factory Ltd may offer a partial refund where:

- the Customer agrees to retain the Product;
- only part of an Order is affected; or
- another mutually agreed resolution is appropriate.

Nothing in this clause limits your statutory rights.

11.10 Refusal of Returns

Key Factory Ltd reserves the right to refuse a return where:

- the Product has been altered, modified or damaged after delivery;
- the Product has been misused;
- insufficient information has been provided to investigate the claim;
- the return falls outside your statutory rights; or

- the Product was manufactured correctly in accordance with the information supplied by the Customer.

11.11 Business Customers

Business customers may have different contractual rights regarding returns and refunds. Unless otherwise agreed in writing, bespoke Products supplied to business customers are non-returnable except where defective or otherwise required by law.

11.12 Contact Us

If you wish to request a return, replacement or refund, please contact:

Key Factory Ltd

15 Park Avenue
Finchley
London N3 2EJ

Email: support@keyfactory.co.uk

We aim to investigate all return and refund requests promptly, fairly and in accordance with applicable UK consumer protection legislation.

12. Data Protection

12.1 Our Commitment to Privacy

Key Factory Ltd is committed to protecting your privacy and processing your personal information fairly, lawfully and transparently.

We process personal data in accordance with:

- the UK General Data Protection Regulation (UK GDPR);
- the Data Protection Act 2018;
- the Privacy and Electronic Communications Regulations (PECR), where applicable; and
- any other applicable data protection legislation.

Our full Privacy Policy forms part of these Terms & Conditions.

12.2 Information We Collect

Depending on the Products and Services requested, we may collect and process:

- your name;
- billing and delivery addresses;
- email address;
- telephone number;
- Customer Account information;
- payment information (processed securely through Stripe);
- order history;
- uploaded key photographs;
- key codes and measurements;
- identity verification documents;
- proof of ownership or authority;
- IP address;
- browser and device information;
- website usage data;

- cookies and similar technologies; and
- correspondence with our customer service team.

12.3 Purpose of Processing

We process personal information for legitimate business purposes, including:

- creating and managing Customer Accounts;
- processing Orders;
- manufacturing duplicate keys;
- verifying identity and authority;
- preventing fraud and criminal activity;
- processing payments through Stripe;
- delivering Products;
- responding to customer enquiries;
- improving our Website and services;
- complying with legal and regulatory obligations;
- maintaining security of restricted key systems; and
- protecting the rights, property and safety of Key Factory Ltd, our customers and third parties.

12.4 Legal Basis for Processing

We process personal data where one or more of the following legal bases applies:

- performance of a contract;
- compliance with a legal obligation;
- our legitimate business interests;
- protection against fraud and crime;
- your consent, where required; or
- the establishment, exercise or defence of legal claims.

12.5 Identity Verification Information

Where identity verification is required, documentation may include:

- passport;
- driving licence;
- proof of address;
- security cards;
- proof of ownership;
- business authorisation documents; or
- other supporting documentation reasonably required to verify entitlement.

Such information is processed solely for verification, fraud prevention, security and legal compliance purposes.

12.6 Payment Processing

Online payments are securely processed through **Stripe Payments Europe Ltd** (or another Stripe entity providing payment services within the United Kingdom).

Key Factory Ltd does not store your full payment card details.

Payment information is processed in accordance with Stripe's Privacy Policy and applicable PCI DSS security standards.

12.7 Fraud Prevention

To protect Customers and restricted key systems, Key Factory Ltd may use automated and manual processes to detect fraud and suspicious activity.

These may include:

- identity verification;
- payment verification;
- address verification;
- email verification;
- document validation;
- order analysis;
- account monitoring;
- artificial intelligence-assisted fraud detection; and

- security screening where appropriate.

12.8 Disclosure of Information

We will never sell your personal information.

We may disclose information where necessary to:

- Stripe and payment providers;
- courier and delivery companies;
- IT service providers;
- cloud hosting providers;
- professional advisers;
- insurers;
- auditors;
- regulatory authorities;
- fraud prevention agencies; and
- law enforcement agencies.

Information will only be disclosed where required by law, court order, regulatory obligation or where reasonably necessary for the prevention, detection or investigation of fraud or criminal activity.

12.9 Law Enforcement Requests

Where legally required, or where we reasonably believe disclosure is necessary for the prevention or detection of crime, Key Factory Ltd may provide relevant information to:

- Police Forces;
- National Crime Agency (NCA);
- Action Fraud;
- Trading Standards;
- HM Revenue & Customs (HMRC);
- the Information Commissioner's Office (ICO);
- Courts;

- Fraud Prevention Agencies; and
- any other competent public authority.

Such disclosures will always be made in accordance with applicable law.

12.10 Data Security

Key Factory Ltd maintains appropriate technical and organisational measures to protect personal information against:

- unauthorised access;
- accidental loss;
- destruction;
- alteration;
- disclosure; and
- misuse.

These measures include secure encrypted communications, access controls, secure hosting environments and regular security monitoring.

12.11 Data Retention

Personal information is retained only for as long as reasonably necessary to:

- fulfil Orders;
- comply with legal obligations;
- maintain financial records;
- investigate fraud;
- resolve disputes;
- protect restricted key systems; and
- enforce our legal rights.

When personal information is no longer required, it will be securely deleted or anonymised.

12.12 Your Rights

Subject to applicable law, you may have the right to:

- access your personal information;

- request correction of inaccurate data;
- request erasure of personal data;
- restrict processing;
- object to processing in certain circumstances;
- request transfer of your personal information (data portability);
- withdraw consent where processing is based on consent; and
- lodge a complaint with the Information Commissioner's Office (ICO).

Requests should be sent to support@keyfactory.co.uk.

12.13 International Transfers

Where personal information is transferred outside the United Kingdom, Key Factory Ltd will ensure that appropriate safeguards are in place, including the use of approved contractual mechanisms or transfers to countries recognised as providing an adequate level of data protection.

12.14 Cookies

Our Website uses cookies and similar technologies to improve functionality, enhance security, analyse Website performance and provide a better customer experience.

Further information is available in the Key Factory Ltd Cookie Policy.

12.15 Changes to this Policy

Key Factory Ltd reserves the right to update this Data Protection section and the Privacy Policy from time to time to reflect changes in legislation, technology or business operations.

The latest version will always be available on our Website.

12.16 Contact Details

If you have any questions regarding the processing of your personal information, please contact:

Key Factory Ltd

15 Park Avenue
Finchley
London N3 2EJ

Email: support@keyfactory.co.uk

If you are not satisfied with our response, you have the right to complain to the **Information Commissioner's Office (ICO)** at www.ico.org.uk.

13. Website Use

13.1 Acceptance of Website Use

By accessing or using the Key Factory Ltd Website, you agree to comply with these Website Terms & Conditions and all applicable laws and regulations.

If you do not agree with these Terms, you must not use the Website.

13.2 Permitted Use

You may use the Website solely for lawful purposes, including:

- browsing Products and Services;
- creating and managing a Customer Account;
- placing legitimate Orders;
- contacting Key Factory Ltd;
- obtaining customer support; and
- accessing information relating to our Products and Services.

You must not use the Website for any unlawful, fraudulent or unauthorised purpose.

13.3 Prohibited Activities

You must not:

- use the Website for any illegal purpose;
- submit false, misleading or fraudulent information;
- impersonate another individual or organisation;
- attempt to obtain unauthorised access to any part of the Website, servers or databases;
- interfere with the security or operation of the Website;
- introduce viruses, malware, ransomware, spyware or other malicious software;
- attempt to reverse engineer, decompile or otherwise interfere with the Website or its underlying software;
- scrape, copy or extract Website content using automated software without our prior written consent;

- use bots, scripts or automated systems to place Orders or access restricted areas of the Website;
- interfere with another user's use of the Website; or
- use the Website in any manner that could damage, disable or impair its operation.

13.4 Customer Accounts

Where you create a Customer Account, you are responsible for:

- maintaining the confidentiality of your login credentials;
- ensuring your Account information remains accurate;
- all activity carried out using your Account; and
- notifying Key Factory Ltd immediately if you suspect unauthorised access.

13.5 Website Availability

Whilst Key Factory Ltd aims to ensure the Website is available at all times, we do not guarantee uninterrupted or error-free access.

The Website may be temporarily unavailable due to:

- maintenance;
- software updates;
- security improvements;
- technical faults;
- cyber security incidents;
- failures of third-party service providers; or
- events beyond our reasonable control.

13.6 Accuracy of Website Content

We make every reasonable effort to ensure that information published on the Website is accurate and up to date.

However, we do not guarantee that all content, specifications, prices, images or technical information will always be completely accurate, complete or current.

Key Factory Ltd reserves the right to correct errors or omissions and to update Website content without prior notice.

13.7 Links to Third-Party Websites

The Website may contain links to third-party websites for your convenience.

Key Factory Ltd does not control, endorse or accept responsibility for the content, availability, privacy practices or services provided by third-party websites.

Accessing third-party websites is entirely at your own risk.

13.8 Website Security

Key Factory Ltd employs reasonable technical and organisational measures to protect the Website against unauthorised access, cyber threats and misuse.

Customers are responsible for ensuring that their own devices, internet connection and software are appropriately secured when accessing the Website.

13.9 Intellectual Property

All content available on the Website, including but not limited to:

- text;
- graphics;
- logos;
- photographs;
- product images;
- software;
- databases;
- videos;
- documents;
- page layouts; and
- source code,

is owned by or licensed to Key Factory Ltd and is protected by copyright, trade mark and other intellectual property laws.

No Website content may be copied, reproduced, distributed, modified or commercially exploited without the prior written consent of Key Factory Ltd, except where permitted by law.

13.10 Suspension or Restriction of Access

Key Factory Ltd reserves the right to suspend, restrict or terminate access to the Website or any Customer Account where we reasonably believe that:

- these Terms have been breached;
- fraudulent or unlawful activity is suspected;
- Website security has been compromised;
- false information has been supplied;
- abusive or threatening behaviour has occurred; or
- continued access presents a security or legal risk.

13.11 Limitation of Liability

To the fullest extent permitted by law, Key Factory Ltd shall not be liable for any loss arising from:

- temporary Website unavailability;
- delays in accessing the Website;
- interruptions caused by third-party providers;
- viruses or malware introduced by third parties despite reasonable security measures;
- Customer misuse of the Website; or
- reliance on inaccurate information where corrections have subsequently been published.

Nothing in this clause excludes liability that cannot legally be excluded under English law.

13.12 Changes to the Website

Key Factory Ltd reserves the right to:

- modify the Website;
- update Products or Services;
- remove Website content;
- introduce new features;
- discontinue services; or

- suspend parts of the Website,

at any time without prior notice where reasonably necessary.

13.13 Governing Law

Your use of the Website is governed by the laws of England and Wales.

Any disputes relating to the use of the Website shall be subject to the exclusive jurisdiction of the courts of England and Wales unless applicable consumer protection law provides otherwise.

13.14 Contact Details

If you have any questions regarding your use of the Website, please contact:

Key Factory Ltd

15 Park Avenue

Finchley

London N3 2EJ

Email: support@keyfactory.co.uk

Website: <https://www.keyfactory.co.uk>

14. Intellectual Property

14.1 Ownership of Intellectual Property

Unless otherwise stated, all intellectual property rights in the Website and its contents are owned by or licensed to **Key Factory Ltd.**

This includes, but is not limited to:

- the Website design and layout;
- software and source code;
- databases;
- text and written content;
- logos and trade marks;
- company branding;
- product names;
- photographs and images;
- graphics and illustrations;
- videos and audio content;
- downloadable documents;
- technical drawings;
- product specifications; and
- all other material published on the Website.

These materials are protected by copyright, trade mark, database and other intellectual property laws in the United Kingdom and internationally.

14.2 Trade Marks

The **Key Factory Ltd** name, logo, branding, slogans and any associated trade marks (whether registered or unregistered) are the exclusive property of Key Factory Ltd or its licensors.

Nothing contained within the Website grants any licence or right to use any trade mark without our prior written consent.

14.3 Copyright

All copyright in the Website and its content belongs to Key Factory Ltd or the relevant copyright owner.

Except where permitted by law, you must not:

- copy;
- reproduce;
- publish;
- distribute;
- modify;
- adapt;
- translate;
- create derivative works from;
- commercially exploit; or
- otherwise use

any content from the Website without our prior written permission.

14.4 Permitted Use

You may:

- view the Website for your personal or internal business use;
- download or print individual pages solely for placing Orders or obtaining information about our Products and Services; and
- retain copies of invoices, receipts and other documents provided by Key Factory Ltd for your own records.

Any other use requires our prior written consent.

14.5 Prohibited Use

You must not:

- reproduce the Website or any substantial part of it;
- copy Product descriptions for commercial purposes;
- scrape or harvest Website data using automated tools;

- use robots, bots or automated software to extract Website content;
- remove copyright or proprietary notices;
- reverse engineer or attempt to obtain the Website source code;
- use our branding in advertisements without permission;
- create websites or services that imitate or are likely to cause confusion with Key Factory Ltd; or
- register domain names, social media accounts or business names that are identical or confusingly similar to those of Key Factory Ltd.

14.6 Customer Content

Where you upload photographs, documents or other content to the Website, you confirm that:

- you own the content or have permission to provide it;
- your upload does not infringe any third-party intellectual property rights;
- your upload does not contain unlawful or defamatory material; and
- the information provided is accurate to the best of your knowledge.

You retain ownership of your uploaded content.

14.7 Licence to Use Customer Content

By uploading photographs, documents or other materials to the Website, you grant Key Factory Ltd a non-exclusive, royalty-free, worldwide licence to use, copy, store, reproduce and process that content solely for the purposes of:

- processing your Order;
- manufacturing Products;
- identity verification;
- fraud prevention;
- quality assurance;
- customer support;
- resolving disputes; and
- Complying with legal obligations.

This licence ends when the content is no longer required, subject to any legal or regulatory retention obligations.

14.8 Third-Party Intellectual Property

Certain trade marks, logos, product names and manufacturer branding displayed on the Website may belong to third parties.

Such intellectual property remains the property of its respective owner and is used only where permitted by law, under licence or for identification and compatibility purposes.

Nothing in these Terms grants any ownership or licence over third-party intellectual property.

14.9 Reporting Intellectual Property Infringement

If you believe that material published on the Website infringes your intellectual property rights, please contact:

Email: support@keyfactory.co.uk

Please include:

- your full contact details;
- details of the intellectual property concerned;
- the location of the allegedly infringing material;
- evidence of ownership or authority; and
- a statement confirming that the information provided is accurate.

Key Factory Ltd will investigate all genuine infringement claims promptly.

14.10 Enforcement

Key Factory Ltd reserves the right to take appropriate legal action against any person or organisation that infringes its intellectual property rights.

This may include seeking:

- injunctions;
- damages;
- recovery of legal costs;
- removal of infringing material; and

- any other remedies available under applicable law.

14.11 Reservation of Rights

All intellectual property rights not expressly granted under these Terms & Conditions are reserved by Key Factory Ltd.

Nothing in these Terms transfers ownership of any intellectual property rights to any Customer or Website user.

15. Limitation of Liability

15.1 Application of this Section

This section explains the circumstances in which Key Factory Ltd may be legally responsible to you and the extent of that responsibility.

Nothing in these Terms & Conditions excludes or limits liability where it would be unlawful to do so.

15.2 Liability That Cannot Be Excluded

Nothing in these Terms & Conditions excludes or limits liability for:

- death or personal injury caused by negligence;
- fraud or fraudulent misrepresentation;
- breach of your statutory rights under applicable consumer protection legislation;
- defective products where liability cannot legally be excluded; or
- any other liability which cannot be excluded or limited under the laws of England and Wales.

15.3 Website Information

Whilst Key Factory Ltd makes every reasonable effort to ensure that information published on the Website is accurate and up to date, we do not guarantee that all information is complete, accurate or free from error.

Customers should verify that the Products ordered are suitable for their intended purpose before placing an Order.

15.4 Customer-Supplied Information

Key Factory Ltd shall not be liable for any loss, delay, expense or damage arising from information supplied by the Customer that is inaccurate, incomplete or misleading, including but not limited to:

- incorrect key photographs;
- inaccurate measurements;
- incorrect key codes;
- incorrect product selection;
- inaccurate delivery information; or
- incomplete verification documentation.

15.5 Custom-Manufactured Products

The accuracy of duplicate keys depends upon the quality and accuracy of the original information provided by the Customer.

Key Factory Ltd cannot accept responsibility where a Product has been manufactured correctly using inaccurate information supplied by the Customer.

15.6 Third-Party Services

Key Factory Ltd uses independent third-party providers, including payment processors, courier services, hosting providers and technology suppliers.

To the fullest extent permitted by law, Key Factory Ltd shall not be liable for delays, interruptions or losses arising solely from the acts or omissions of those independent third parties, although this does not affect your statutory rights where we remain legally responsible for the performance of our contractual obligations.

15.7 Loss of Data

Whilst appropriate security measures are maintained, Key Factory Ltd shall not be liable for any loss of data, corruption of data or interruption of Website services caused by circumstances beyond our reasonable control, including cyber-attacks, internet failures or failures of third-party systems.

15.8 Indirect or Consequential Loss

To the fullest extent permitted by law, Key Factory Ltd shall not be liable for any indirect or consequential loss, including but not limited to:

- loss of profit;
- loss of business;
- loss of contracts;
- loss of anticipated savings;
- loss of goodwill;
- loss of opportunity; or
- business interruption,

except where such liability cannot lawfully be excluded.

This clause does not affect the statutory rights of consumers.

15.9 Business Customers

Where Products or Services are supplied to a business customer, Key Factory Ltd's total liability arising out of any single claim or series of connected claims shall not exceed the total amount paid by the business customer for the relevant Order, except where liability cannot legally be limited.

This limitation does not apply to consumers.

15.10 Force Majeure

Key Factory Ltd shall not be liable for any failure or delay in performing its obligations where such failure or delay results from events beyond our reasonable control, including but not limited to:

- natural disasters;
- extreme weather;
- fire;
- flood;
- pandemics;
- industrial disputes;
- power failures;
- internet or telecommunications failures;
- cyber incidents;
- government action;
- transport disruption; or
- failures of third-party suppliers or couriers.

15.11 Customer Responsibility to Mitigate Loss

Customers agree to take reasonable steps to minimise any loss or damage arising from any issue relating to the Products or Services supplied by Key Factory Ltd.

15.12 Security of Keys

Once Products have been successfully delivered to the delivery address specified by the Customer, responsibility for the secure storage, handling and use of those Products rests with the Customer.

Key Factory Ltd shall not be responsible for any loss arising from the misuse, theft, unauthorised copying or negligent handling of keys after delivery.

15.13 Time Limit for Claims

Any claim relating to an Order should be notified to Key Factory Ltd as soon as reasonably practicable after the issue becomes known.

Prompt notification enables us to investigate the matter effectively and provide an appropriate remedy where applicable.

Nothing in this clause limits any statutory limitation periods prescribed by law.

15.14 Insurance

Customers are responsible for ensuring that they have appropriate insurance cover for any property, business or assets that may be affected by the use of Products supplied by Key Factory Ltd.

15.15 Reservation of Rights

Except as expressly stated in these Terms & Conditions or as required by applicable law, Key Factory Ltd shall not be liable for any loss or damage arising from the use of the Website, Products or Services.

Nothing in this section affects any statutory rights available to consumers under the Consumer Rights Act 2015 or any other applicable legislation.

16. Governing Law and Jurisdiction

16.1 Governing Law

These Website Terms & Conditions, together with any Contract formed between you and Key Factory Ltd, shall be governed by and interpreted in accordance with the laws of **England and Wales**.

16.2 Jurisdiction

Subject to Clause 16.3 below, the courts of **England and Wales** shall have exclusive jurisdiction to hear and determine any dispute, claim or legal proceedings arising out of or in connection with:

- these Terms & Conditions;
- your use of the Website;
- any Products or Services supplied by Key Factory Ltd;
- any Order placed through the Website; or
- any non-contractual obligations arising from or connected with these Terms.

16.3 Consumer Rights

If you are a consumer residing in another part of the United Kingdom, nothing in these Terms affects any mandatory legal rights you may have to bring proceedings before the courts of your place of residence where applicable law permits.

Nothing in these Terms limits or excludes any statutory rights available to consumers.

16.4 Dispute Resolution

Before commencing formal legal proceedings, both parties agree to use reasonable efforts to resolve any dispute promptly and amicably.

Customers should first contact Key Factory Ltd by email at support@keyfactory.co.uk, providing full details of the issue together with any relevant supporting information.

Key Factory Ltd will investigate the matter and endeavour to provide a fair and timely resolution.

16.5 Alternative Dispute Resolution

Where appropriate, the parties may agree to use an independent Alternative Dispute Resolution (ADR) provider to assist in resolving disputes without the need for court proceedings.

Participation in ADR shall be voluntary unless otherwise required by applicable law.

16.6 Compliance with Applicable Laws

Customers agree to comply with all applicable laws, regulations and governmental requirements relating to:

- the purchase of Products;
- the duplication and use of keys;
- export controls;
- sanctions;
- intellectual property rights;
- data protection; and
- the lawful use of Products supplied by Key Factory Ltd.

16.7 Severability

If any provision of these Terms & Conditions is held by a court or other competent authority to be invalid, illegal or unenforceable, that provision shall be deemed severed to the minimum extent necessary.

The remaining provisions shall continue in full force and effect.

16.8 No Waiver

Any failure or delay by Key Factory Ltd to exercise or enforce any right or remedy under these Terms & Conditions shall not constitute a waiver of that right or remedy.

Any waiver shall be effective only if made in writing and signed by an authorised representative of Key Factory Ltd.

16.9 Entire Agreement

These Website Terms & Conditions, together with our Privacy Policy, Cookie Policy and any other policies expressly incorporated by reference, constitute the entire agreement between you and Key Factory Ltd in relation to your use of the Website and the purchase of Products or Services.

They supersede all previous discussions, correspondence, representations and agreements relating to the same subject matter, except in the case of fraud or fraudulent misrepresentation.

16.10 Assignment

Key Factory Ltd may assign, transfer or subcontract any of its rights or obligations under these Terms & Conditions, provided this does not adversely affect your statutory rights.

You may not assign or transfer your rights or obligations under these Terms without the prior written consent of Key Factory Ltd.

16.11 Third Party Rights

A person who is not a party to these Terms & Conditions shall have no right under the **Contracts (Rights of Third Parties) Act 1999** to enforce any provision of these Terms, except where expressly stated otherwise.

16.12 Contact Details

Any legal notices or correspondence relating to these Terms & Conditions should be sent to:

Key Factory Ltd

15 Park Avenue
Finchley
London N3 2EJ

Email: support@keyfactory.co.uk

Website: <https://www.keyfactory.co.uk>

Effective Date: 09/07/2026

Version: 1.0

These Terms & Conditions shall remain in force until replaced by a revised version published by Key Factory Ltd.

17. Trade Accounts

17.1 Eligibility

Key Factory Ltd may offer Trade Accounts to businesses, organisations and professionals operating within the security, construction, facilities management, property management, maintenance, locksmith, housing, education and related industries.

Approval of a Trade Account is entirely at the discretion of Key Factory Ltd.

Applicants may be required to provide:

- company name and registration details;
- registered business address;
- VAT registration number (if applicable);
- contact details;
- proof of trading status;
- proof of identity of authorised representatives; and
- any other information reasonably required to assess the application.

17.2 Trade Account Approval

Submission of an application does not guarantee approval.

Key Factory Ltd reserves the right to:

- approve or decline any application;
- request additional information;
- carry out identity and fraud prevention checks;
- undertake credit or financial assessments where appropriate; and
- withdraw or suspend Trade Account facilities at any time where reasonably justified.

17.3 Authorised Users

The Trade Account holder is responsible for ensuring that only authorised employees or representatives place Orders using the account.

The Trade Account holder accepts responsibility for all Orders placed under the account, whether authorised or unauthorised, unless Key Factory Ltd has been notified promptly of any suspected misuse.

17.4 Pricing

Approved Trade Account holders may receive:

- trade pricing;
- volume discounts;
- promotional offers;
- agreed commercial pricing; or
- other commercial benefits,

as determined by Key Factory Ltd.

Trade pricing is confidential and must not be disclosed to third parties without our prior written consent.

Key Factory Ltd reserves the right to amend trade pricing at any time by providing reasonable notice.

17.5 Payment Terms

Unless otherwise agreed in writing, payment for Trade Account Orders is required at the time of purchase.

Where Key Factory Ltd has approved a credit facility, invoices must be paid in accordance with the agreed payment terms.

Failure to make payment on time may result in:

- suspension of the Trade Account;
- withdrawal of credit facilities;
- cancellation of outstanding Orders;
- interest and recovery costs being charged where permitted by law; and
- legal action to recover outstanding sums.

17.6 Credit Facilities

Any credit facility offered by Key Factory Ltd is subject to:

- satisfactory credit assessment;
- ongoing account performance;
- compliance with these Terms & Conditions; and

- continued approval by Key Factory Ltd.

Key Factory Ltd may reduce, suspend or withdraw any credit facility without prior notice where reasonably necessary to protect its commercial interests.

17.7 Orders

Trade Account Orders are subject to:

- product availability;
- identity verification where required;
- payment authorisation or approved credit;
- quality control procedures; and
- these Website Terms & Conditions.

Key Factory Ltd reserves the right to refuse any Order where fraud, security concerns or legal restrictions are identified.

17.8 Restricted and High-Security Keys

Trade Account status does not remove the requirement for identity verification or proof of authority when ordering restricted, patented or high-security key systems.

Key Factory Ltd may request additional documentation before manufacturing such Products.

17.9 Customer Responsibilities

Trade Account holders agree to:

- keep account information accurate and up to date;
- ensure only authorised personnel use the account;
- maintain the confidentiality of account credentials;
- promptly report suspected unauthorised access;
- comply with all applicable laws; and
- use Products only for lawful purposes.

17.10 Suspension and Termination

Key Factory Ltd reserves the right to suspend or terminate a Trade Account where:

- these Terms & Conditions are breached;

- payment is overdue;
- fraudulent or unlawful activity is suspected;
- false information has been provided;
- the account presents an unacceptable commercial or security risk; or
- continued operation of the account is no longer appropriate.

Termination of a Trade Account does not affect any outstanding payment obligations.

17.11 Data Protection

Personal and business information associated with a Trade Account will be processed in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and the Key Factory Ltd Privacy Policy.

17.12 Limitation of Liability

Nothing in this section limits any liability that cannot legally be excluded under the laws of England and Wales.

Where permitted by law, Key Factory Ltd's total liability to a Trade Account holder in respect of any claim arising from a specific Order shall not exceed the amount paid for that Order.

17.13 Right to Amend

Key Factory Ltd reserves the right to amend the terms applicable to Trade Accounts, including pricing structures, eligibility requirements and commercial benefits, by providing reasonable notice to Trade Account holders.

Continued use of the Trade Account following such notice constitutes acceptance of the amended terms.

17.14 Contact

For Trade Account enquiries or applications, please contact:

Key Factory Ltd

15 Park Avenue
Finchley
London N3 2EJ

Email: support@keyfactory.co.uk

Website: <https://www.keyfactory.co.uk>

18. Security and Fraud Prevention

18.1 Our Commitment to Security

Key Factory Ltd is committed to maintaining the highest standards of security to protect our customers, restricted key systems, business operations and Website from fraud, cybercrime and unauthorised activity.

We employ appropriate technical, organisational and procedural measures designed to safeguard customer information and the integrity of our Products and Services.

18.2 Fraud Prevention Measures

To protect our customers and business, Key Factory Ltd may implement fraud prevention measures including, but not limited to:

- identity verification;
- email verification;
- payment verification;
- address verification;
- verification of authority to duplicate keys;
- document authentication;
- account monitoring;
- transaction monitoring;
- automated fraud detection;
- artificial intelligence-assisted risk analysis; and
- manual review of suspicious Orders.

Orders may be delayed while these checks are completed.

18.3 Secure Website

Our Website is protected using industry-standard security technologies, which may include:

- Secure Socket Layer (SSL) or Transport Layer Security (TLS) encryption;
- secure hosting infrastructure;
- firewalls;
- intrusion detection and prevention systems;

- malware protection;
- vulnerability monitoring;
- regular software updates; and
- access control mechanisms.

Whilst we take reasonable steps to secure our systems, no internet-based service can be guaranteed to be completely secure.

18.4 Customer Security Responsibilities

Customers are responsible for:

- keeping Account login details confidential;
- using strong passwords;
- protecting their devices from malware;
- notifying Key Factory Ltd immediately of suspected unauthorised access;
- ensuring that only authorised individuals use their Customer Account; and
- protecting any duplicate keys supplied by Key Factory Ltd from unauthorised access or misuse.

18.5 Restricted and High-Security Keys

Where Orders relate to restricted, patented or high-security key systems, Key Factory Ltd may require additional verification before manufacture.

We reserve the right to refuse any Order where sufficient evidence of authority cannot be provided.

18.6 Suspicious Activity

Key Factory Ltd reserves the right to delay, suspend or cancel any Order where we reasonably believe that:

- identity cannot be verified;
- fraudulent documentation has been supplied;
- payment fraud is suspected;
- unauthorised duplication is suspected;
- criminal activity may be involved;

- false or misleading information has been provided; or
- completing the Order would present an unacceptable security or legal risk.

18.7 Monitoring and Security Audits

To maintain the security of our Website and services, Key Factory Ltd may:

- monitor Website activity;
- review customer transactions;
- conduct internal security audits;
- perform vulnerability assessments;
- undertake penetration testing through authorised providers;
- monitor system logs; and
- investigate unusual or suspicious activity.

These activities are undertaken to protect our customers, employees and business operations and to comply with applicable legal and regulatory obligations.

18.8 Reporting Criminal Activity

Where required by law, court order or where reasonably necessary for the prevention, detection or investigation of crime or fraud, Key Factory Ltd may disclose relevant information to:

- Police Forces;
- National Crime Agency (NCA);
- Action Fraud;
- HM Revenue & Customs (HMRC);
- Trading Standards;
- the Information Commissioner's Office (ICO);
- fraud prevention agencies;
- insurers;
- regulatory authorities; and
- other competent law enforcement or governmental bodies.

Any disclosure will be made in accordance with the UK GDPR, the Data Protection Act 2018 and other applicable laws.

18.9 Account Suspension

Key Factory Ltd reserves the right to suspend or permanently terminate any Customer or Trade Account where we reasonably believe that:

- these Terms & Conditions have been breached;
- fraudulent activity has occurred;
- unlawful use of Products is suspected;
- the Website has been misused;
- false information has been provided; or
- continued access presents a security risk.

18.10 Customer Cooperation

Customers agree to cooperate with any reasonable security or fraud prevention enquiries made by Key Factory Ltd, including providing additional identification, documentation or information where reasonably requested.

Failure to cooperate may result in delays, cancellation of Orders or suspension of Account access.

18.11 Security Incidents

In the event of a suspected or confirmed security incident affecting our systems, Key Factory Ltd will take appropriate steps to:

- investigate the incident;
- contain and mitigate any impact;
- restore affected services where reasonably practicable;
- comply with applicable legal reporting obligations; and
- notify affected individuals where required by law.

18.12 Reservation of Rights

Key Factory Ltd reserves the right to refuse Orders, suspend Accounts, restrict Website access or take any other reasonable action necessary to protect:

- our customers;

- employees;
- suppliers;
- restricted key systems;
- intellectual property;
- payment systems;
- Website infrastructure; and
- business operations.

18.13 No Guarantee Against Cybercrime

Whilst Key Factory Ltd employs appropriate security measures and continually reviews its cyber security controls, we cannot guarantee that the Website or electronic communications will always be free from cyber-attacks, malware, unauthorised access or other security incidents.

Customers are encouraged to maintain appropriate antivirus software, security updates and cyber security practices when accessing our Website.

18.14 Compliance

Key Factory Ltd continually reviews its security controls and aims to operate in accordance with recognised cyber security and data protection standards applicable to its business.

Nothing in this section limits or excludes any statutory rights available to consumers under applicable UK law.

19. Supporting Policies

19.1 Application of Supporting Policies

The following policies form part of these Website Terms & Conditions and should be read together with them.

By using the Website or placing an Order with Key Factory Ltd, you agree to comply with all applicable supporting policies.

Where there is any inconsistency between these Terms & Conditions and a supporting policy, these Terms & Conditions shall prevail unless expressly stated otherwise.

19.2 Privacy Policy

Our Privacy Policy explains how we collect, use, store, disclose and protect your personal information.

It also explains your rights under the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

The Privacy Policy is available on our Website.

19.3 Cookie Policy

Our Cookie Policy explains how cookies and similar technologies are used on our Website to:

- improve Website functionality;
- enhance security;
- remember customer preferences;
- analyse Website performance;
- improve user experience; and
- support fraud prevention.

Customers may manage cookie preferences through the Website's cookie management tools, subject to certain essential cookies required for the operation and security of the Website.

19.4 Returns and Refunds Policy

Our Returns and Refunds Policy explains:

- eligibility for returns;
- replacement procedures;

- refund arrangements;
- personalised product exemptions;
- statutory consumer rights; and
- how return requests are handled.

This policy should be read together with the Consumer Rights and Returns & Refunds sections of these Terms.

19.5 Delivery Policy

Our Delivery Policy explains:

- available delivery services;
- estimated delivery times;
- courier arrangements;
- tracking information;
- delivery restrictions;
- discreet packaging;
- delivery to alternative addresses; and
- customer responsibilities relating to deliveries.

19.6 Identity Verification Policy

To protect restricted key systems and prevent fraud, Key Factory Ltd operates an Identity Verification Policy.

This policy explains:

- when identity verification is required;
- acceptable forms of identification;
- verification procedures;
- authority checks;
- enhanced verification for restricted keys; and
- circumstances in which Orders may be refused.

19.7 Security and Fraud Prevention Policy

Our Security and Fraud Prevention Policy outlines the measures we take to protect:

- Customers;
- restricted key systems;
- payment transactions;
- Customer Accounts;
- Website security; and
- business operations.

This includes the use of identity verification, payment verification, fraud detection technologies and other security measures where appropriate.

19.8 Trade Account Policy

Customers holding Trade Accounts may also be subject to additional commercial terms governing:

- account eligibility;
- pricing;
- credit facilities;
- payment terms;
- authorised users;
- restricted key ordering; and
- account management.

These additional terms form part of the contractual relationship between Key Factory Ltd and approved Trade Account holders.

19.9 Acceptable Use Policy

All users of the Website must comply with our rules regarding lawful and acceptable use.

Customers must not use the Website or Products to:

- facilitate criminal activity;
- obtain unauthorised access to property;
- commit fraud;

- interfere with Website security;
- misuse Customer Accounts; or
- breach any applicable law or regulation.

19.10 Complaints Policy

Key Factory Ltd is committed to providing high standards of customer service.

Customers wishing to make a complaint should contact:

Email: support@keyfactory.co.uk

We will acknowledge complaints promptly, investigate them fairly and seek to resolve them as quickly as reasonably practicable.

19.11 Policy Updates

Key Factory Ltd reserves the right to amend, replace or withdraw any supporting policy where reasonably necessary to:

- comply with legal or regulatory requirements;
- improve security;
- reflect changes in business operations;
- improve customer service; or
- introduce new Products or Services.

The latest versions of all supporting policies will be published on the Website.

19.12 Continued Use

Your continued use of the Website or continued purchase of Products following publication of revised policies constitutes acceptance of those updated policies, except where applicable law requires your express consent.

19.13 Availability of Policies

Current versions of our supporting policies are available on the Key Factory Ltd Website or may be requested by contacting:

Key Factory Ltd
15 Park Avenue
Finchley
London N3 2EJ

Email: support@keyfactory.co.uk

Website: <https://www.keyfactory.co.uk>

19.14 Order of Precedence

If any provision of a supporting policy conflicts with these Website Terms & Conditions, these Website Terms & Conditions shall take precedence unless the supporting policy expressly states otherwise or applicable law requires a different outcome.

20. Contact Details

20.1 Company Information

The Website is owned and operated by:

Key Factory Ltd

Company Registration Number: **15697073**

Registered Office:

15 Park Avenue

Finchley

London N3 2EJ

United Kingdom

Website: <https://www.keyfactory.co.uk>

Email: support@keyfactory.co.uk

20.2 Customer Services

If you require assistance regarding:

- an Order;
- a Product;
- delivery;
- identity verification;
- returns or refunds;
- Trade Accounts;
- Website use; or
- any other enquiry,

please contact our Customer Services team using the email address above.

We aim to respond to enquiries as promptly as reasonably practicable during normal business hours.

20.3 Legal Notices

Any formal legal notices, claims or correspondence relating to these Terms & Conditions should be sent in writing to the registered office address or by email to support@keyfactory.co.uk.

Service of legal documents shall be governed by the laws of England and Wales.

20.4 Complaints

If you are dissatisfied with any aspect of our Products or Services, please contact us in the first instance so that we have the opportunity to investigate and resolve the matter.

Complaints should include:

- your full name;
- Order number (where applicable);
- contact details;
- a description of the issue; and
- any relevant supporting documentation or photographs.

We aim to investigate complaints fairly, promptly and in accordance with our Complaints Policy.

20.5 Data Protection Enquiries

Questions regarding the processing of your personal information, privacy rights or data protection should be directed to:

Email: support@keyfactory.co.uk

Key Factory Ltd will respond to data protection requests in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

20.6 Law Enforcement Requests

Requests from law enforcement agencies, regulatory authorities or government bodies for information relating to Orders, Customers or investigations should be submitted in writing to:

Email: support@keyfactory.co.uk

Key Factory Ltd will only disclose information where required or permitted by law and in accordance with applicable data protection legislation.

20.7 Changes to Contact Information

Key Factory Ltd reserves the right to update its contact details from time to time.

The most up-to-date contact information will always be published on the Website.

20.8 Entire Agreement

These Website Terms & Conditions, together with the Privacy Policy, Cookie Policy and any other supporting policies referred to within them, constitute the entire agreement between you and Key Factory Ltd concerning your use of the Website and the purchase of Products and Services.

If any provision of these Terms & Conditions is found to be invalid or unenforceable, the remaining provisions shall continue in full force and effect.

Key Factory Ltd

Company Registration Number: **15697073**

Registered Office:

15 Park Avenue

Finchley

London N3 2EJ

United Kingdom

Website: <https://www.keyfactory.co.uk>

Email: support@keyfactory.co.uk

Effective Date: 09/07/2026

Version: 1.0

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