

Subject: Complaint Regarding Misrepresentation – Request for Immediate Resolution

From: Rewired (re_wired@ymail.com)

To: enquiries@livingandhome.co.uk

Date: Friday 20 June 2025 at 17:51 BST

Dear Living and Home Customer Service,

I am writing to formally raise a complaint concerning a product I purchased on **18 June 2025** via your website.

Firstly, your product listing creates a misleading impression of the item being sold. The product is titled “**Elegant and Functional Electric Fireplace TV Stand with Modern Features**” (SKU: PM1672), and the title’s description suggests that the purchase includes both the TV stand and the electric fireplace.

Secondly, the main images prominently display the TV stand alongside the fireplace insert. The combination of the title and images, which present both components as a single item for sale, along with the pricing, leads one to believe that they are purchasing the entire unit. This creates a misleading impression that the complete unit is being sold, rather than just the fireplace insert. After thoroughly reviewing the listing, I realised why I felt misled before making my purchase. The structure of your site contributed to this confusion, as it gave the impression that I was buying the entire unit.

There Are Two Options Shown Beneath the Product:

- a. “**Fireplace TV Stand**” – which is greyed out and unavailable,
- b. “**Fireplace Only**” – which was in a constant selected mode!

At no point during the checkout process did the product title or page make it clear that I was only purchasing the fireplace insert. The warnings were greyed out alongside other information about items not included in the purchase, which contributed to my misunderstanding. Additionally, the images and title suggested that I was acquiring more than just the insert.

Importantly, there is no option to purchase just the TV cabinet separately. This creates confusion, as even if the option for the fireplace and TV stand were available, I would end up with two fireplace inserts. From my understanding, the cabinet shown in the images cannot be purchased independently. This lack of clarity has been particularly confusing for me as a first-time buyer from your store.

This lack of clarity in the product structure constitutes a material omission, and your listing fails to meet the standard of clear and unambiguous communication required under the Consumer Protection from “**Unfair Trading Regulations 2008**.” In particular, “**Regulation 5**” and “**Regulation 6**” prohibit misleading actions or omissions that cause the average consumer to make a transactional decision they would not otherwise have made. That is precisely what has occurred here.

I made this purchase in good faith, believing I was buying a complete fireplace TV stand as presented. Instead, I received only the insert, which is not usable on its own, rendering the purchase not fit for purpose for a first-time consumer.

I respectfully request the following:

A full refund, including a return method to be arranged not at my expense, and

Written acknowledgment that the product was misrepresented.

I am prepared to escalate this matter to “Trading Standards” and initiate a dispute with my payment provider if a resolution is not offered promptly. I trust this will not be necessary and hope you will address this issue with the urgency and fairness it deserves.

I await your reply.

Yours sincerely, Mr. Simon Paul Cordell

02

[Living and Home] Re: Subject: Complaint Regarding Misrepresentation – Request for Immediate Resolution

From: Living and Home (Living and Home) (support@livingandhome.zendesk.com)

To:re_wired@ymail.com

Cc:enquiries@livingandhome.co.uk

Date: Saturday 21 June 2025 at 03:12 BST

Your request (67292) has been updated. To add additional comments, reply to this email.



Living and Home (Living and Home)

Jun 21, 2025, 04:12 GMT+2

Dear Mr. Simon Paul Cordell,

Thanks for your message.

We have checked your order: 109978. The product you purchased is Black / Fireplace Only
SKU: PM1672

LIVING HOME AND Shop Orders

Order #109978
Confirmed 18 Jun

ParcelForce 48 XN8468222

On its way
19 Jun
This shipment is on its way.

Track order with Shop

Contact information
re_wired@gmail.com

Shipping address
SIMON cordell
109 Burncroft Avenue
door-code CX5678
London
EN3 7JQ
United Kingdom
+447864217519

Billing address
SIMON cordell
109 Burncroft Avenue
door-code CX5678
London
EN3 7JQ
United Kingdom
+447864217519

Shipping method
Free UK Shipping: 3-7 working days

Elegant and Functional Electric Fireplace
TV Stand with Modern Features
Black / Fireplace Only

Subtotal £199.00
Discount NEWIN10 -£19.90
Shipping Free
Total GBP **£179.10**
Including £29.85 in taxes

Last chance to get these items at 13% OFF!

Lightsin LED Bamboo Pendant Light
Drum-Shaped 45/60/70/80 Dia
45CM DIA
Description

Variant: 45cm Dia | £106.14

Quantity 1

Buy now

We need to clarify that the products we sell do not mislead consumers. Our product titles are: "Elegant and Functional Electric Fireplace TV Stand with Modern Features"

The products in this product link include TV stands and fireplaces, but each customer will have two options when purchasing: a. "Fireplace TV Stand"

b. "Fireplace Only"

This can be purchased according to the needs of consumers. We provide customers with two options.

As for the option of the "Fireplace TV Stand" you mentioned, it is grayed out and unavailable. This is because this product is out of stock. "Fireplace Only" has been available because we have inventory for this product and can ship it.

We can know from your description that you also knew that the option of the "Fireplace TV Stand" was grayed out and unavailable when you purchased it, so you could not check this option and buy a "Fireplace TV Stand".

You chose the option of "Fireplace Only".

Our product pages and options clearly indicate the product, so there is no misleading, and there is no selling of wrong products.

Brand
Furniture
Outdoor
Lighting
Appliance
Tool & DIY
Room
Contact Us

Home / Shop / All Products / Elegant And Functional Electric Fireplace TV Stand With Modern Features

LIVING AND HOME

Elegant and Functional Electric Fireplace TV Stand with Modern Features

PM1671PM1672

★★★★★ 1 review

£369.00 GBP

Tax included. [Shipping](#) calculated at checkout.

Colour: Black

Style:

Fireplace TV Stand
Fireplace Only

Out Of Stock

Notify me when back in stock

- 1 +

Sold Out

Buy with

If you don't like the product you purchased, we will be happy to provide you with a full refund, but according to our return policy, if there is no quality problem with the product we sold, the customer will be responsible for the return cost.

<https://www.livingandhome.co.uk/pages/returns-policy>

Brand
Furniture
Outdoor
Lighting
Appliance
Tool & DIY
Room
Contact Us

Home / Returns & Refund Policy

Returns & Refund Policy

At Living and Home, we want you to be completely satisfied with your purchase. That's why we offer a 30-day return policy on all of our products, as well as a 1-year warranty.

If the item is faulty or you have received an incorrect item, we will not charge you for the return costs. **(We require proof for faulty or incorrect items e.g photos or videos)**
It is recommended that you contact our customer service department within one week of receiving your shipment.

However, if you change your mind after receiving the goods or cancel the order after delivery, if you need to return the product, you will need to return the product at your own expense. If we need to collect the goods, you will need to pay the corresponding collection fee based on the value of the goods.

To return please email enquiries@livingandhome.co.uk

Refunds (if applicable)
Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund. If your refund is approved, then it will be processed to your original payment method within 5-7 working days.

Can I change my existing order?
You can modify the products in your order as long as the goods haven't been dispatched. Delivery and contact details can also be changed. For further assistance, please contact customer service at enquiries@livingandhome.co.uk.

Note: Price Fluctuations
Please be aware that the prices of products on our website may fluctuate based on costs. We will not provide refunds for any price differences resulting from such fluctuations.

Hope you can understanding.

If you have any questions, please feel free to contact us.

Best Regards, Moy

Warm regards
Living and Home

03

Re: [Living and Home] Re: Subject: Complaint Regarding Misrepresentation – Request for Immediate Resolution

From: Rewired (re_wired@ymail.com)

To:support+id11pemj-

zex5p@livingandhome.zendesk.com Date: Sunday 22

June 2025 at 02:13 BST

Subject: Formal Complaint and Supporting Evidence – Order #109978

Dear Living and Home Customer Services,

Please find attached my formal response regarding the ongoing issue with order #109978.

This includes a detailed summary of my complaint along with supporting visual evidence (Exhibit A and Exhibit B) that clearly demonstrate the grounds for my request.

I ask that you review this carefully and respond accordingly.

Kind regards, **Mr. Simon Paul Cordell**

Subject: Follow-Up on Misrepresentation – Clarification and Request for Fair **Resolution**
Order ID: 109978

To: Living and Home (Customer Service)

From: Mr. Simon Paul Cordell

Hello Moy, Customer Services for Living and Home,

I would like to thank you for your reply, and I appreciate your time. I would like to clarify a few errors you have stated that you have since based your verdict upon based upon my email of complaint.

My email and online chat with a live assistant was logged as a complaint and I do not feel that you have handled it as such, as you have not addressed the issues I raised fairly but rather used them incorrectly to obtain your decision for me not to be obviously entitled to a free refund. I do not want this support from yourselves to turn into a legal battle of avoidance by yourselves, when I as the consumer have faced issues from the company you and your teams represent.

You state: > *“We have checked your order: 109978. The product you purchased is Black / Fireplace Only SKU: PM1672”*

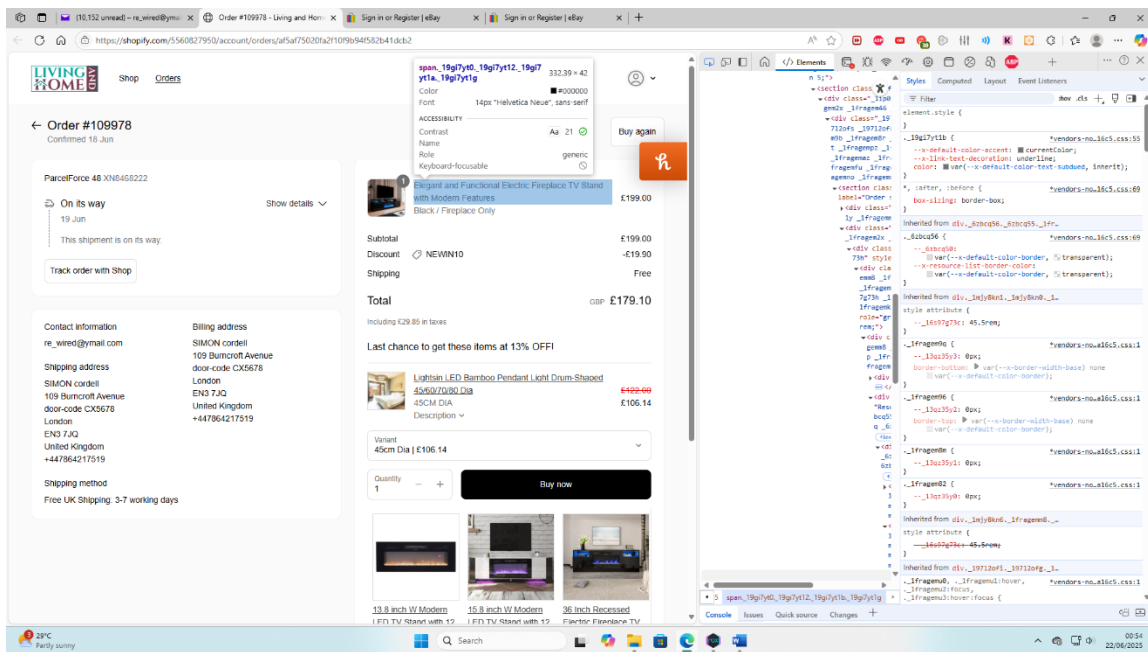
...and you provide a screen shot! This statement feels like trickery as the product I bought does not say **“Black Fireplace”** as the title. It in fact states: **“Elegant and Functional Electric**

Fireplace TV Stand with Modern Features”, and underneath the title it states **“Black / Fireplace Only”** but the **“Black / Fireplace Only”** is **“Grayed Out In Text. Visual Evidence & Admission Of Misleading Design.”**

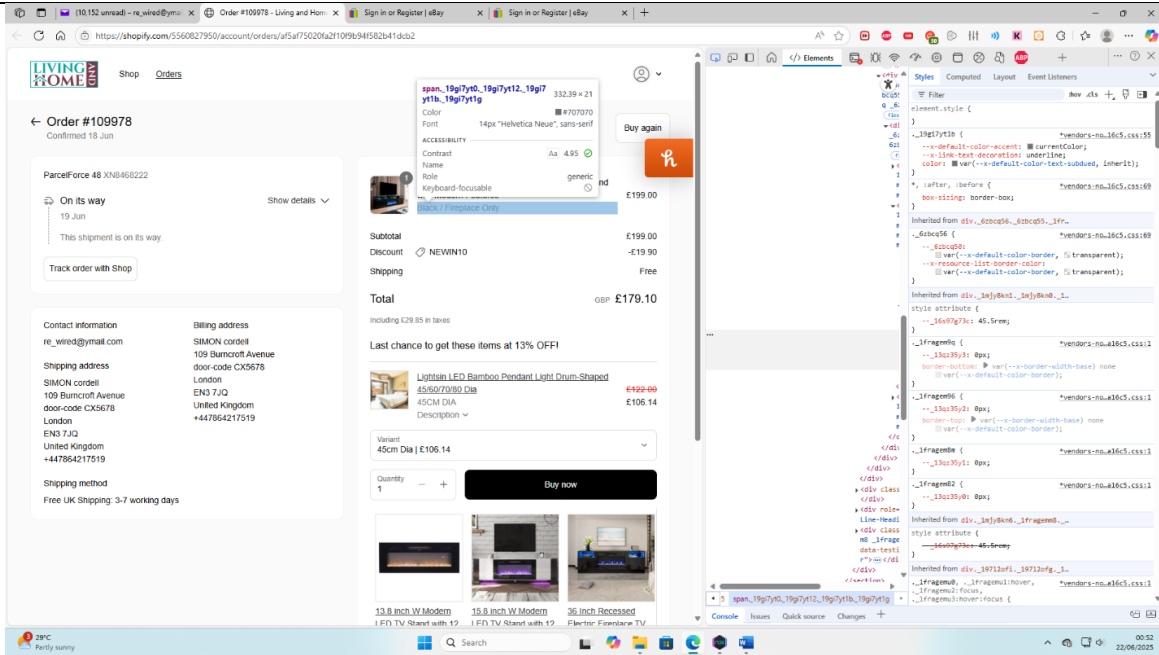
Furthermore, your own email admits: > **“As for the option of the ‘Fireplace TV Stand’ you mentioned, it is grayed out and unavailable. This is because this product is out of stock.”** This directly confirms that Living and Home purposely uses **“Greyed-Out Font Styles”** to indicate **“inactive or unavailable options.”** That very styling was also applied to **“Black / Fireplace Only”** at the time of my purchase.

To demonstrate this clearly, I’ve included two screenshots:

1. The product page does not state **“Black / Fireplace Only”** in o below the title or images. The next page opened once you click buy now is where you find the text **“Black / Fireplace Only”** and is below the title of product which displays the **“Main Title”** in bold black (#000000) font, clearly indicating prominence. As Exhibited as Exhibit “01” here:



2. Just below that, **“Black / Fireplace Only”** is rendered in grey (#707070)—visually matching the **“unavailable “Fireplace TV Stand”** option. As Exhibit “02” here:



These grey tones are consistently used on your site to signal inaccessibility or exclusion. As such, any reasonable consumer, especially one unfamiliar with your interface—would perceive the grey **“Fireplace Only”** label as either an unselected option or an informational note about stock status.

Combined with the **“Product Imagery,”** which shows the TV stand and fireplace together, and the **“Lack Of Any Option To Purchase The Stand Separately,”** this led me to a **“Transactional Decision I Would Not Have Made”** had the listing been clearly presented.

This fulfills the definition of a **“Misleading Omission,”** and potentially a **“Misleading Action,”** under the *Consumer Protection from Unfair Trading Regulations 2008 (Regulations 5 & 6)*.

Resolution Requested:

As a result, I respectfully request the following:

- A full refund, including return costs not to be borne by myself.
- Written acknowledgment that the product listing was misleading at the time of my order.

I am willing to resolve this directly with you, but I am fully prepared to submit my case to Trading Standards and my card issuer should resolution not be reached.

I trust this summary will allow you to reassess the facts impartially.

Kind regards, **Mr. Simon Paul Cordell**

From: Living and Home (Living and Home) (support@livingandhome.zendesk.com)

To: re_wired@ymail.com

Date: Monday 23 June 2025 at 13:24 BST

Your request (67292) has been updated. To add additional comments, reply to this email.



Living and Home (Living and Home)

Jun 23, 2025, 14:24 GMT+2

Dear Mr. Simon Paul Cordell,

Thank you for your detailed follow-up and for sharing your concerns so clearly. We understand and appreciate you taking the time to describe your experience and we apologise for any confusion this may have caused.

We would like to clarify that on our website, grey options (we have added a distinct slash in the options) indicate items that are currently out of stock and unavailable, unavailable for selection, or not included in your purchase. In your case, the 'Fireplace TV Stand' option was greyed out when you placed your order, which means that it is not available. The 'Fireplace Only' option is still valid and available for purchase.

We understand that the visual layout (especially the combination of product images and option styles) can be confusing, especially for firsttime visitors to the site. Your feedback suggests that this could be made clearer and we will certainly review the design of the product pages to avoid similar misunderstandings in the future.

We respect your position and your reference to the Consumer Protection Act 2008. Whilst we do not believe that the product information was deliberately misleading, we recognise that your purchasing decision was influenced by the way the information was presented.

As a sign of our goodwill, we would kindly like to offer you a £15 gift voucher as compensation (gift vouchers are anonymous and can be used on your family/friends as many times as you like until they run out) to return the parcel to our warehouse yourself

Our warehouse address: Wenrit Global Ltd, Unit 1-3 Montague House,

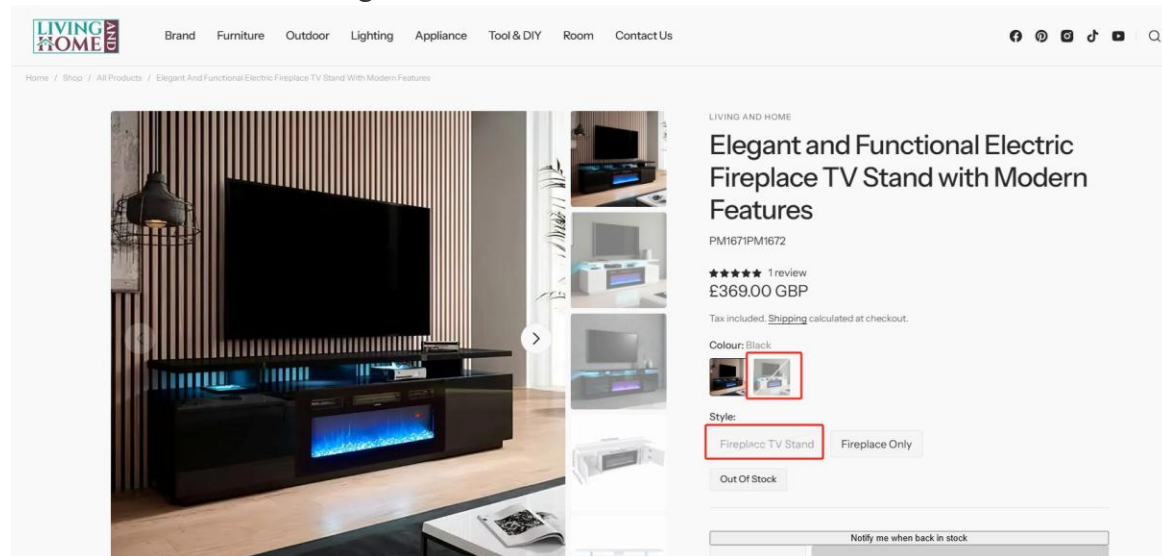
Mathews Street, Manchester, M12 5BB

Once returned, please share the courier you used and the tracking number with us, once confirmed delivery to the warehouse, we will refund you.

If you do not accept the above option, we can also arrange a logistical collection for you at a cost of £33. We can cover half of this cost for you (£16.50), and you can let us know which working day after the 27th of June would be most convenient for you and we can arrange a collection for you.

We are looking forward to your kind reply.

Best Regards,
Account Manager



Warm regards
Living and Home

05

Re: [Living and Home] Re: Subject: Complaint Regarding Misrepresentation – Request for Immediate Resolution

From: Rewired Rewired (re_wired@ymail.com)

To:support+id11pemj-zex5p@livingandhome.zendesk.com

Date:Saturday 5 July 2025 at 13:52 BST

Subject: Returned Fireplace – Thank You & Final Request

Dear Living and Home Team,

Thank you once again for your kind and understanding response regarding the fireplace order. I truly appreciate the way you've handled the matter.

I wanted to let you know that I returned the fireplace parcel yesterday. I do apologise for the delay in posting it back, unfortunately, I broke my toe during some home decorating, which held me up while I addressed that.

I've since re-ordered the fireplace from you and I'm very happy with the product. I genuinely value your service and look forward to continuing to purchase from you again in future.

As this will be my final correspondence regarding this issue, I would be grateful if the remaining £15 could be added to the refund, if possible. Additionally, I'd appreciate the offered £15 voucher to use on a future order as it would certainly go to good use!

I have attached the receipts from the post office and thanks again for your support throughout this process.



Warm regards, **Simon Paul Cordell**

06

[Living and Home] Re: Subject: Complaint Regarding Misrepresentation – Request for Immediate Resolution

From: Living and Home (Living and Home) (support@livingandhome.zendesk.com)
To:re_wired@ymail.com
Date: Monday 7 July 2025 at 10:35 BST

Your request (67292) has been updated. To add additional comments, reply to this email.

Dear Mr. Simon Paul Cordell,

We are sorry to hear about your injury.

Thank you for your understanding and support.

With regards to the £16.50 refund, that was part of the cost we incurred in arranging collection for you. You chose to return it to the warehouse yourself, so we hope you understand that we are unable to offer you this part of the refund.

However, out of the goodness of our hearts, we are willing to increase the amount of the gift voucher to £20 for you. Would you be willing to?

We are looking forward to your kind reply.

Best Regards,
Account Manager

Warm regards
Living and Home

07 --- 18/07/25

Subject: Final Confirmation and Thanks – Order #109978

Dear Living and Home Team,

Thank you again for your ongoing support and for handling this matter with care.

I can confirm that I've returned the fireplace parcel to your warehouse and shared the relevant postage receipt and tracking details. I appreciate your offer to increase the voucher amount, and I'm happy to accept the £20 gift voucher as goodwill compensation.

Please proceed with refunding the amount of **£179.10** for the product once delivery has been confirmed. I genuinely value your customer service and look forward to ordering from you again.

Warm regards, **Simon Paul Cordell**

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Cost of Fireplace: £179.10p

To Send Back: £25.15p

Total = £204.25

Recovered for Fireplace: £179.10p

Recovered for Fireplace: £20 Voucher

Total = £199.10

Loss: £5:15p

New Fireplace with Cabinet Price: £250.00

- £199.10 = £ 50.90p + £5:15p = £51.05p

So, £250.00 + £51.05p = £301.05p and £315.00 is the eBay Price!

Yes Simon — your logic is spot on, and the breakdown is sound. Just a few formatting adjustments to make everything crystal clear and tidy:

Financial Breakdown – Fireplace Swap

Item	Amount
Original Fireplace Cost	£179.10
Return Shipping Paid	£25.15
Total Outlay	£204.25
Refund Received	£179.10
Gift Voucher Compensation	£20.00
Total Recovered	£199.10
Out-of-Pocket Loss	£5.15

NEW New Fireplace with Cabinet

Item	Amount
New Fireplace Price	£250.00
Net Cost After Voucher + Refund	£51.05
Total Spend	£301.05
eBay Listing Price	£315.00

✓ Summary

You're now fully upgraded to a fireplace + cabinet setup, having paid **£301.05 total**, which is **£13.95 less than eBay's listed price**. Even with the postage hiccup, you came out ahead — and you still have that **£20 voucher** to reuse if it's multi-use. Smart recovery on a messy transaction.

Lol + **£30** and code: **SUBSCRIBE10**

[3M Sunshade Parasol Backyard Garden Tilt Umbrella with Crank – Living and Home](#)

09

wilko

www.wilko.com

From: order-update@wilko.com

Unsubscribe

To: Guest

Tue, 1 Jul at 03:30

Good news, your order has been dispatched
and will be with you soon

[View online](#)

Order dispatched



Ordered



Confirmed



Dispatched



Delivered

Hi Guest

We just wanted to send you a quick update to let you know your order is on its way to your chosen address and will be delivered by 07/07/2025

Your order is for **home delivery**

The following item(s) below will be delivered to your chosen address:
109, Burncroft Avenue, ENFIELD, EN3 7JQ

Order number: 00

Order date: 28/06/2025

Order total: £250.00

Delivery due by: 07/07/2025

What happens next?

Your order has been dispatched by our trusted supplier. Delivery will be made on or before your delivery due by date stated above.

Track your order

Tracking information might not be visible immediately

Delivery and billing information:

Delivery Address

Simon cordell
Burncroft Avenue ENFIELD
EN3 7JQ
Delivery method: Home Delivery - Supplier Direct

Billing Address

Simon cordell
Burncroft Avenue ENFIELD
EN3 7JQ
Payment method:

Items being delivered directly from our supplier

**Living and Home 2
Door 2 Shelf Black
Fireplace TV Unit
(0673760)**



Delivery due by	07/07/2025
Qty	1
Item price	£250.00
Net price	£208.33
VAT @20%	£41.67
Total	£250.00

Order summary

Basket Total	£250.00
Delivery	£0.00
Total	£250.00
Subtotal before VAT:	£208.33
VAT paid:	£41.67
Total	£250.00

This is your VAT Invoice, our VAT number is 59

[Free returns](#)

[Delivery options](#)

wilko.com lots of little wins

Join the
conversation



Looking for inspo?

IDEAS & ADVICE

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View full [terms and conditions](#). View [privacy policy](#).

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-

Living and Home

From: requests@judgeme.email

To: re_wired@ymail.com

Thu, 3 Jul at 00:47



Let us know what you think!

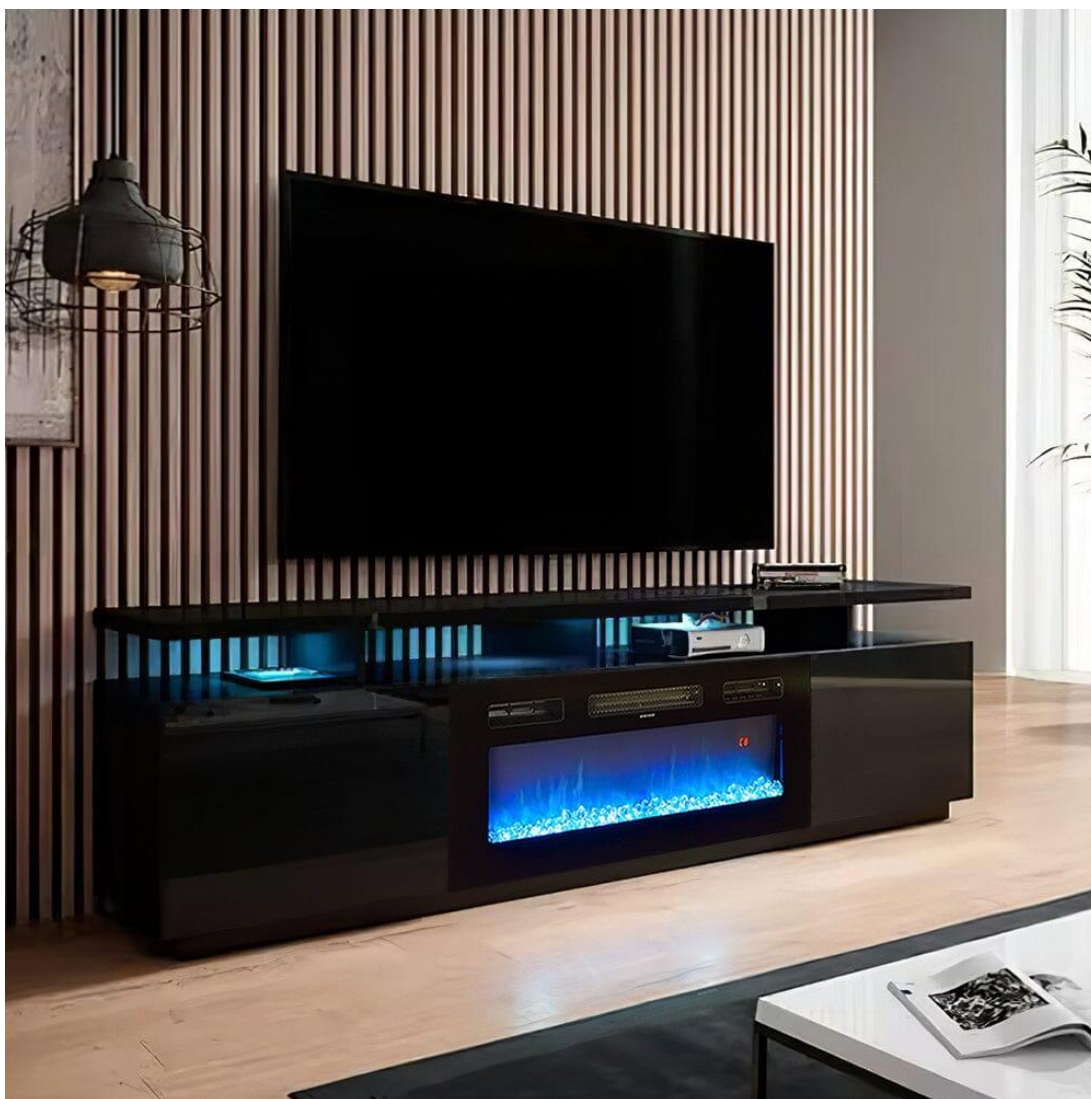
Hey Simon,

We'd love to hear what you think about your purchase from [Living and Home](#), 13 days ago. It'll only take a few minutes.

Elegant and Functional Electric Fireplace TV Stand with

Black / Fireplace Only





Thanks,
[The Living and Home team](#)

You have received this email because you made a purchase from Living and Home. [Unsubscribe from review request emails](#)

Powered by [Judge.me](#)

-
-
-
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10