NOT SMALL PRINT

OUR TERMS AND CONDITIONS
(YOUR STATUTORY RIGHTS REMAIN UNAFFECTED)

1. WE ALWAYS AIM TO DELIVER GOODS AT THE AGREED TIME AND DATE, BUT CANNOT BE HELD LIABLE IN ANYWAY IF THIS IS NOT ADHERED TO (MANY THINGS CAN AFFECT DELIVERIES, SUCH AS OUR NOT RECEIVING GOODS FROM OUR SUPPLIERS, VEHICLE BREAKDOWNS, TRAFFIC CONGESTION ETC.) IN THE EVENT OF A DELIVERY NOT BEING MADE AS AGREED, WE WILL AT ALL TIMES TRY TO INFORM THE CUSTOMER OF THE REASON WHY AND TO RESCHEDULE THE DELIVERY.

2. GROUND FLOOR DROPS ONLY - OUR DELIVERY INCLUDES FOR A GROUND FLOOR DELIVERY, THIS EXCLUDES BASEMENTS, FIRST FLOORS ETC. OUR CARRYING THE GOODS INTO THE CUSTOMER PREMISES IS DONE ENTIRELY AT THE OWNERS OWN RISK. THIS COMPANY CANNOT BE HELD LIABLE FOR ANY DAMAGE THAT MAY RESULT IN DOING SO, THIS INCLUDES MARKED CARPETS AND DECORATIONS. WE REGRET OUR DRIVERS CANNOT REMOVE THEIR SAFETY BOOTS AS THE GOODS CAN BE VERY HEAVY AND THIS MAY CONSTITUTE A HEALTH AND SAFETY BREACH. IT IS THE CUSTOMER'S RESPONSIBILITY TO ENSURE THAT THE GOODS BEING DELIVERED WILL FIT PRACTICALLY AND SAFELY THROUGH ANY ACCESS (DOOR, PASSAGEWAY, STAIRWELL ETC.) INTO OR WITHIN THE DELIVERY ADDRESS. IF, IN THE OPINION OF OUR DELIVERY CREW, THERE IS INSUFFICIENT ROOM TO MAKE A SAFE DELIVERY WE RESERVE THE RIGHT TO LEAVE THE GOODS AT THE DELIVERY ADDRESS BUT BOT TO TAKE THE GOODS INTO THE PREMISES. IF WE ACCEPT GOODS BACK INTO OUR WAREHOUSE, NO REFUND WILL BE GIVEN, BUT A CREDIT NOTE TO THE VALUE OF THE RETURNED GOODS, LESS A HANDLING CHARGE EQUIVALENT TO THE DELIVERY CHARGE VALID FOR ONE YEAR FROM THE DATE OF ISSUE WILL BE GIVEN.

3. YOU MAY NOT NECESSARILY RECEIVE THE PARTICULAR ITEM YOU SAW IN THE SHOWROOM, UNLESS YOU SPECIFICALLY ASK FOR IT. VARIATIONS IN SHADE AND GRAIN ARE INHERENT AND UNAVOIDABLE IN ALL OF OUR SOLID WOOD PRODUCTS. IF, HOWEVER YOU ARE UNHAPPY WITH THE PATTERN OR COLOUR OF THE PIECE YOU RECEIVE WE WILL EXCHANGE IT FOR ANOTHER, BUT IF ASKED TO COLLECT OR DELIVER WE WILL MAKE OUR NORMAL DELIVERY CHARGE.

4. WE RESERVE THE RIGHT TO CHANGE THE SPECIFICATIONS AND PRICES OF OUR PRODUCTS WITHOUT PRIOR NOTICE.

5. GOODS SOLD WITH DECLARED FAULTS OR MARKED AS CLEARANCE GOODS MAY NOT BE RETURNED UNDER ANY CIRCUMSTANCES.

6. ALL GOODS REMAIN OUR PROPERTY UNTIL PAID IN FULL.

7. ALL DEPOSITS ARE NON-REFUNDABLE, UNLESS WE ARE UNABLE TO FULFIL THE CONTRACT. ONCE A DEPOSIT HAS BEEN PLACED ON GOODS, THE BALANCE MUST BE PAID WITHIN FIVE WEEKS OF THE INVOICE DATE. IF WE DO NOT RECEIVE THE BALANCE WITHIN THE FIVE WEEK PERIOD, WE RESERVE THE RIGHT TO RETAIN THE DEPOSIT AND TO CANCEL THE CONTRACT (UNLESS AGREED OTHERWISE IN WRITING).

8. WE MAY, AT OUR ABSOLUTE DISCRETION, CHOOSE TO WAIVE ANY OR ALL OF THE ABOVE TERMS AND CONDITIONS. IN SO DOING, WE DO NOT PREJUDICE OUR RIGHT TO IMPOSE SUBSEQUENTLY ANY OR ALL OF THEM.

9. INCOMPLETE ORDERS CAN BE DELIVERED SEPARATELY, BUT DELIVERY WILL BE CHARGED PER VISIT.