

letusfurnish



Definitions:

In these Terms and Conditions the following words and expressions shall have the following meanings –

“**Let Us Furnish**” is hereinafter referred to as “*The Company/we/our/us*”.

“*The Customer*” means the customer of **Let Us Furnish** who is purchasing the furnishings pursuant to the contract.

“*The Contract*” means the contract between *The Company* and *The Customer* for the purchase of the furnishings, evidenced by an *Order* and acceptance of *The Company* as the case may be and including these Terms and Conditions.

“*Order*” means the order form to which these Terms and Conditions are appended.

1. General:

1.1 The Company agrees to sell the furnishings as the case may be in accordance with the contract and these terms and conditions. All orders are subject to acceptance by the Company in writing and upon signing these terms and conditions, acceptance is automatically agreed by the customer and a contract will be made directly between the customer and the Company. No variation or modification of or substitution for these terms and conditions shall be binding on the Company, unless specifically accepted by the Company in writing and signed by the owner.

2. Order Process:

2.1 Your order becomes binding when we have confirmed your order and the total price with you in writing and received your signed order form back in the post or via email confirmation. Our acceptance of your order is conditional on the availability of the products you have ordered. We will take 50% deposit when the order is placed and the remainder on delivery. Goods are subject to availability. In the event that the Company is delayed in or prevented from making a delivery/installation owing to any cause whatsoever beyond our Company’s control, the Company will inform you as soon as possible and shall be at liberty to cancel the order without incurring any liability for any loss or damage resulting there from. A full refund will be given where you have already paid for the goods.

2.2 The Company cannot accept responsibility for materials damaged at the site/installation address by other trades or forces.

2.3 All sizes and measurements are approximate but we do try to make sure that they are as accurate as possible. It is your responsibility to check all details and aspects of your order are correct and suitable for your requirements, including measurements, dimensions, product features, and that the furniture you have ordered will fit into your property without any dismantling or alteration to the goods or the property. The delivery crew will not attempt delivery where damage

to your property may result; neither will they remove doors and windows.

3. Delivery & Collection:

3.1 All prices are in pound sterling and include VAT. An additional delivery charge may be payable for deliveries above first floor, deliveries requiring more than two delivery crew or other exceptional circumstances. Our staff will advise you of the additional delivery charge applicable at the time you place your order.

3.2 If we are unable to contact you after two attempts by phone or email to confirm your delivery date, we will write to you. We shall not be responsible for delays if we are unable to contact you, so please ensure that at least two contact telephone numbers are provided at the time you place your order.

3.3 It is your responsibility to ensure that there is sufficient access for our delivery lorry to reach the delivery address. If you are unavailable or unwilling to take delivery of your furniture order at the agreed delivery address after having agreed delivery dates with our staff, we shall keep your products and contact you to rearrange delivery. We reserve the right to charge you for the subsequent delivery. In addition, storage charges of £100 per full week in respect of the undelivered furniture products will be applicable from the date of any second failed delivery attempt. We shall not be responsible for delays or failures in delivery caused because we cannot gain access to the delivery address on the agreed delivery date or because of other circumstances beyond our control.

3.4 The customer or their chosen representative (must be an adult aged 18 years or over) agree to be available at the specified delivery address to inspect the unwrapped products, and to sign and acknowledge receipt in a safe and satisfactory condition. We carry the risk of loss or damage to the products until you receive and sign for them. The products will belong to you when you have paid us in full for them and received and signed for them. Where there is no one present to sign we will assume that delivery is complete and that all goods are delivered in a satisfactory condition.

3.5 An inventory of the furnishings will be provided by the Company for the customer at the time of installation.

4. Payment:

4.1 The Company requires 50% deposit, to be made prior to delivery and installation, with subsequent balance due on delivery.

4.2 Goods remain the property of Let Us Furnish until payment has been made in full by the customer.

4.3 The Company will reserve the right to charge interest on a daily basis at 2.50% above the Bank of England base rate on any balances outstanding.

5. Termination, Cancellation, Refunds & Substitutions:

5.1 If any of the products you have ordered are unavailable or specifications from the manufacturer changed or any other events occur beyond our reasonable control we reserve the right to offer you a substitute of the same or better quality at the same price that are available to the Company at the time of the order being agreed. If you are not happy with the substitute offered you may cancel your order.

5.2 Under the Distance Selling Regulations, you have a right to change your mind and cancel your order for a full refund, at any time from placing the order until seven working days from the day after you received the goods. To cancel, you can either e-mail us or write to us within the above time period quoting your order reference number. All refunds will be paid in full, less any direct costs for recovery of items, within 30 days. There is no charge for collection of rejected faulty goods.

6. Miscellaneous:

6.1 Every effort is made to ensure that all the information provided on the website including prices are accurate, however, errors may occur and we reserve the right to amend information including prices should an error have been made or for any other reason without any liability on our part. If we discover an error in the price of goods you have ordered we will inform you as soon as possible and give you the option of reconfirming your order at the correct price or cancelling it. If we are unable to contact you we will treat the order as cancelled. If you cancel and you have already paid for the goods, you will receive a full refund.

Order Value

Furniture Packages

Print Full Name

Home Address

Contact Telephone numbers (at least one telephone number must be provided)

Delivery Address

Key arrangements/ Special Instructions

Signed by Customer

Dated