

GENERAL TERMS AND CONDITIONS OF BUSINESS

1. ORDERING & PAYMENTS

- (a) All orders are either processed online or by telephone. We offer home demonstrations and free assessments; subject to availability.
- (b) All orders are dispatched/delivered once the final payment is cleared.
- (c) All quotes will be valid for a period of 30 days after which time we reserve the right to require an updated and/or revised quote prior to taking an order.

2. DISCREPANCIES IN GOODS ORDERED

We reserve the right to vary or alter the specification of the goods ordered at any time if this is necessary provided that such alteration does not affect the quality or performance of the goods in question.

3. DELIVERY/INSTALLATION

- (a) Standard Deliveries

All orders are processed once the payment is completed. Delivery is provided by a courier an average period is 5 – 7 working days excluding bank and public holidays.

- (b) Next day deliveries are available, but they are subject to stock and will need to be ordered before 10 am the day before. All next day delivery orders are taken only over the phone.

- (c) Delivery charges for NI and other parts of the world apart from the UK will incur extra charges. Please contact us for more details.

- (d) Assisted Install and Deliveries

Once your goods have been ordered and received by us (where appropriate) we will agree on a mutually acceptable date for delivery and/or installation. You will be notified of the date and a (morning or afternoon) period for delivery and/or installation of your item. Should you be unable to keep this appointment you must give us (24 hours) notice to cancel and re-arrange. If appointments are cancelled less than 24 hours in advance, we reserve the right to charge for re-delivery and/or installation along with any storage charges incurred by us in the return to and storage of your goods in our warehouse.

- (e) We do not take responsibility for delay or cancellation of delivery due to matters beyond our control, stock availability and any other unforeseen circumstances.

4. DELIVERY CHARGES

Inside 4-mile radius of Local Warehouse

- (a) All orders above the value of £150.00* are delivered free using our own trained staff. We will fully assemble and demonstrate the product upon delivery. These products will also have an "at your home" warranty.
- (b) All orders below the value of £150.00* and less than 500 g weight will incur a £9.95 delivery charge by post or a £25.00 delivery charge by our staff.

Outside a 4-mile radius of Local Warehouse

- (a) All orders above the value of £150.00* are delivered free.
- (b) All orders below the value of £150.00* and less than 500 g weight will incur a £9.95 delivery charge.

Assisted Deliveries and Other Options

- (a) Assisted deliveries are delivered using our own trained staff. We will fully assemble and demonstrate the product upon delivery. Please call us for this option, rental pickup and delivery charges and any other options.

*Excluding VAT and postage and packaging

Dated 06-10-2022