

## FULL TERMS AND CONDITIONS

The purchase of products from this website is governed by these terms and conditions. By accessing the site, you agree to be bound by these terms and conditions. Contained in our terms and conditions are details of current regulations governing online shopping. Please read them carefully as they contain important information. If you intend to purchase from our site, we recommend that you print a copy of these terms and conditions. Nothing in these Terms and Conditions affects your Statutory Rights. Errors and omissions excepted.

We reserve the right to change, modify, substitute or remove, without notice, any information on this site as necessary.

Blacks of Sopwell are a family run business, we pride ourselves in offering a friendly and professional service, selling quality furniture, and providing an excellent and personal sales service. Of course problems sometimes occur. It is our experience that most of these problems can be resolved with a mixture of common sense, fairness and compromise. Please use the 'contact us' page to get in touch. We would like to draw your attention to some important conditions of sale. Many of the items we sell are bespoke pieces made individually to your specifications. Many of our terms and conditions stem from this understanding.

**Furniture Ordering:** We ask for a 50% deposit when an order is placed, this can be paid using BACS-Cheque or Credit/Debit card with no additional fee. The balance is due on the day the goods are delivered. For balances we accept BACS payment at time of delivery or a personal cheque or Debit Card. Credit cards can be taken but an additional 1.75% will be added to the remaining balance.

**Furniture Order Timescale:** At the point of sale you are given an approximate timescale for the order. This is for guidance only. We try to make these estimates realistic. Unfortunately, from time to time goods/materials may take longer to arrive. In the event of this happening we will try to keep you updated but no compensation can be given.

**Delivery:** We use our own team to deliver large furniture items, delivering directly into situ, disposing of all packing materials. We aim to provide you with an excellent delivery experience by a team who know and understand the product, giving you a specific delivery time slot that minimises the time that you need to spend waiting for your delivery. Our delivery schedule runs Monday to Friday and may be adversely affected by severe weather conditions and or traffic difficulties. If a delivery is late or missed, we cannot provide compensation for inconvenience/lost earnings etc. If any damage is caused to your property on delivery, this must be notified to us at the time. Smaller items ordered from this website will be delivered by third part courier or by Royal Mail.

**Access:** Many of our pieces are large and heavy and may not disassemble. Please take time to ensure there is adequate access for the pieces to fit into the room of your choice, and notify us of any concerns so that the appropriate action can be taken.

**Cancellation:** We will provide a full refund on all orders if you cancel before it has been processed (usually within 1 or 2 days). If a non-bespoke item is requested to be returned up to 14 days after delivery, you will be refunded less the cost of delivery, collection and a restocking fee of up to 20%.

**Bespoke items:** No refund of any kind can be given for the cancellation of bespoke items. As they are made individually for you these orders are not covered by standard Consumer Contracts Regulations and the 14 day cancellation period does not apply. This includes, but is not exclusive to, all upholstered products as these will be made specifically for you. If you are unclear whether the item you are purchasing is bespoke please ask us.

**Furniture Guarantee:** We have been making wood furniture for over 25 years and have absolute faith in the quality of our furniture. If you buy a piece of furniture from us that develops a structural fault, we'll either fix it or replace the item for free. This guarantee is valid for all our wooden furniture with the exception of chairs and upholstery. It's a personal use guarantee, which means it is not valid for furniture used in the workplace (e.g. pubs or restaurants). This guarantee does not cover "wear and tear" which naturally occurs with time, and it doesn't apply if you have caused damage yourself (e.g. spillages, burns, etc.). Alteration to the piece or mistreatment nullifies this guarantee

**Maintenance:** We are happy to provide advice on the maintenance of your piece. However, as a general rule real wood products should be kept away from direct heat (For example. Radiators etc.) and persistent direct sunshine. Liquids and/or heat may cause marks on the surface – we recommend the use of coasters/heat pads where appropriate. Spillages should be wiped up with a damp cloth. Do not use chemical commercial cleaning liquids or sprays.

**Faults:** When your goods arrive we hope they are in great condition and provide you with many years of service. Of course problems sometimes occur. It is our experience that most of these problems can be resolved with a mixture of common sense, fairness and compromise. If a problem does arise please report it to us at [info@blacksofsopwell.com](mailto:info@blacksofsopwell.com). We will personally see that the issue is resolved as quickly as possible. This may be through repair, replacement or another suitable option. We are aware that problems can be frustrating for you, as they are for us. Nevertheless, we believe all issues can be resolved in a courteous and timely manner.

**Natural characteristics:** We work with many natural materials. Distinctive grain patterns, knots, natural markings and colourings are part of real wood. Filler and/or inlaid pieces are used to even the surface of real wood. Wood also responds to its environment, particularly to changes in heat and humidity. Small movement is to be expected, which is why your piece is constructed to allow for this natural process. This can include minor gaps appearing, known as shakes. These are not regarded as faults, and should be expected as part of your purchase.

**Non-Furniture orders:** All items are subject to availability. We will inform you as soon as possible if the goods you have ordered are not available. Products and packaging are subject to change or substitution without prior notice. Every effort will be made to despatch the items specified. If an item is out of stock we will e-mail you with the option either to cancel your order or, having told you when we can fulfil it, to wait for delivery.

**On Line Purchase Returns:** We are happy to add that we offer a full 28-day money back guarantee on all our small gifts and accessories should they not be suitable, but please ensure that all items are returned as sold, and in their original packaging. You must notify us of your intention to return in writing/ e-mail to the address on our "contact us" page within 14 working days of delivery. Please be aware that you will be liable for any postage/carrier costs incurred as a result of returning items to Blacks of Sopwell and you should ensure that you obtain proof of postage as you send it back. A refund can only be provided for items received back by us.

Claims for breakages in transit must be made to Blacks of Sopwell within three days of receipt.

**Reporting:** Please notify us of any issues in writing to [info@blacksofsopwell.com](mailto:info@blacksofsopwell.com). Any refunds, if applicable, will be provided within 14 days of the receipt back of the piece and where appropriate to the original credit/debit card used to purchase.

### **Privacy policy**

To comply with the Data Protection Act (1984) we are required to inform you that we have recorded your contact details for the sole purpose of processing your order and keeping you up to date with Blacks of Sopwell news and offers. This is for internal use only. We will never sell or provide your contact details to third parties. We do not store your financial details.