

**RESERVING ITEMS**

- We will reserve an item until 1.00pm the next working day, after which it will automatically go back on sale.

**DEPOSITS**

- We do not take deposits on items.

**PRE DELIVERY**

- If you change your mind about your purchase prior to it being loaded for delivery, we will issue a credit note for the sale value of the item, to be used against another purchase. This credit must be used within 12 months of it being issued; we will not issue a refund. You must present your credit note at the time of redeeming it.
- Full terms and conditions are available on our website or in our shop.
- Once a delivery date and time has been set, **please ensure you notify us of any changes to your delivery before 12 noon, the working day prior to delivery**, as the van could be loaded for the next day's deliveries.
- Please note that we expect all deliveries or collections to be made within 14 days, after which we reserve the right to charge a storage fee of 10% of the value of the items per week of storage, payable before we release the item. After 10 weeks we will sell the item to cover our costs.

**DELIVERY**

- It is your responsibility to make sure the items purchased are suitable and will fit into your property.
- If an item will not fit into your home we will either, at your choice:
  - a) Leave it in a suitable place.
  - b) Deliver it to a nearby alternative address which may incur an additional delivery charge.
  - c) Return the item to the warehouse. We will charge a return fee equal to the delivery charge and issue a credit for the balance of the sales value, to be used against another purchase. This credit is to be used within 12 months of it being issued; we will not issue a refund.
- We only guarantee delivery to the front door of the property.
- We will not refund the delivery charge for failed deliveries or returned items.
- A redelivery fee will be charged on replacement items.
- Please ensure a responsible adult over 18 years old is available to receive the goods, otherwise they will be returned to the warehouse. In this event, a further attempt at delivery will only be made on pre-payment of a further delivery charge at the store.

**AFTER DELIVERY**

- All goods should be checked for damage at delivery. If you should discover a fault you must inform the driver immediately.**

**RETURNS**

- If either at delivery or once delivery has been made you change your mind about the items purchased you are not entitled to a refund, exchange or credit.**

**ELECTRICAL ITEM GUARANTEE**

- Electrical appliances items have been tested for safety and basic functioning.
- Large appliances have a 6-month guarantee, small appliances have a 3-month guarantee, unless otherwise stated on your receipt. This does not cover accidental damage or misuse.
- No compensation can be given for loss or damage caused by the failure of an appliance.

**If an appliance fails within the first warranty period, we will either:**

- a) Exchange it for a suitable replacement as soon as one becomes available.
- b) Or, provide a full refund once we have carried out a fault finding investigation.
- c) Or Issue a credit note for 100% of the value.

**ANY ATTEMPT TO RECTIFY A PROBLEM YOURSELF WILL INVALIDATE THE GUARANTEE.**

**WASHING MACHINES/DISHWASHERS**

- We recommend you clean the inner drum of washing machines before use. Also that you do a 'dummy wash' before washing your usual laundry or crockery.
- We recommend new hoses when installing washing machines and dishwashers.

**FRIDGES/FREEZERS**

- Refrigeration should be left to stand for 6 hours after delivery (24 hours if the appliance has been laid on its side) before switching on, and run for 24 hours before putting food in.
- All refrigeration items must be transported upright to avoid damage and we recommend you use our delivery service.

**FAILURE TO FOLLOW THESE RECOMMENDATIONS WILL INVALIDATE YOUR WARRANTY  
ALL COOKERS, ELECTRIC AND GAS SHOULD BE FITTED BY A QUALIFIED ENGINEER  
WASHING MACHINES/DISHWASHERS SHOULD BE FITTED BY A COMPETENT PERSON**