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# SOFAROOMS

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## TERMS & CONDITIONS

### I. Guarantee

1.1 Our frame are made from 100% hard wood, which are glued and screwed. We are so confident in the craftsmanship and quality of our frames that we offer a 25 year frame construction guarantee, although they are sure to last a life time. This guarantee is for Sofarooms handmade sofas and chairs only. It is not transferable, it cannot be passed on with sale of furniture to a third party. The 25 year frame guarantee is valid only to whom the item was originally invoiced. 25 Year frame construction guarantee not applicable for commercial use.

1.2 The frame guarantee is void, if the frame has been altered in anyway and if there are signs of obvious abuse or neglect.

1.3 We do not offer any guarantee of the upholstery or fabrics, as the usage of furniture can vary drastically from customer to customer. However we pride ourselves on our personal service, therefore if you do experience any problems within 12 months from delivery of your furniture, we will happily take up your complaint for you with the appropriate supplier and try our best to have the problem resolved. Alternatively, we endeavour to correct any reasonable issues to the best of our ability. If however, you choose to supply your own fabric or materials, there is nothing we can do if any problems do occur. Fabric colours may vary and the supplier of the fabrics terms and conditions apply according to your preference. Please ask for a batch sample, to make certain the colour is absolutely perfect for you.

1.4 There is no guarantee on blinds, curtains or soft furnishings other than the standard 12 month manufacturing warranty. This does not cover the fabric and is void, if there looks like any sort of intentional destruction has taken place. Blind mechanisms, come with a standard 12 months warranty - this does not include any maintenance - if you should adjust the blind incorrectly, this is not covered by a warranty and we reserve the right to charge a maintenance/call out fee if you require assistance in this regard.

1.5 Although we endeavour to complete jobs within a specified time and by the estimated completion date, we do not offer a guarantee on completion or delivery dates. Sometimes there is a delay with materials, such as fabric. This is beyond our control and we will inform you of any delays as soon as we are aware to give you the option to wait for the fabric or find an alternative. If your chosen alternative, is more or less expensive than your original choice, the price will be adjusted accordingly.

1.6 It is the customer's responsibility to check the care instructions of their chosen fabric(s) and to check the invoice carefully, to make sure all details, especially fabric and measurements are correct.

1.7 Arm caps and fabric protection is recommended to maximise longevity of fabrics

1.8 We reserve the right to charge for any alterations and corrections, where there is no fault or we are not at fault and we deem it to be appropriate.

1.9 If there is a fault, please send or bring the items into our workshop and showroom and we will endeavour to resolve the issue (except large items, such as sofas and large chairs where we will arrange collection)

## 2. Measurements

2.1 It is your responsibility to ensure that the furniture ordered will pass freely through into your room of your choice. We cannot be held accountable for any damage caused to wood work, paint or anything else, if the furniture - upholstered or handmade cannot pass easily. If it is impossible to access, it will be your responsibility to resolve this issue. If required, we can check access for you for a small charge.

2.2 Please note that the delivery charge includes no allowance for the removal of doors or windows. If this is necessary, it is your responsibility to arrange for this to be done in time for your furniture to be delivered.

2.3 Measurements supplied by customers for bespoke sofas, chairs, curtains or blinds are done so at their own risk. We cannot be held responsible for errors made by customers. However, we can come out and double check measurements for you, for a small fee.

2.4 The measurements of all furniture and furnishings made by us will be as accurate as possible, but nevertheless approximate and may vary due to the handmade nature.

## 3. Prices & Charges

3.1 Deposits are non-refundable

3.2 Our handmade items are inclusive of VAT and fabric.

3.3 Re-upholstery prices are +VAT and fabric. (unless otherwise specified. VAT at 20%)

3.4 If you choose to supply your own fabric for a handmade sofa, the minimum price you pay is the 'A' range price.

3.5 Re-upholstery customers will be charged an extra 15% to use their own fabric (on top of the labour charge +VAT). However, we are stockists for majority of fabric suppliers and we try to be competitive where possible, so this should not be a issue.

3.6 All upholstery quotations/price are estimate and may incur more or less charges once we have started the job, as we can never be 100% certain one the extent of the work until we start the process. However, we try to give the most accurate price and avoid charging any extra where possible.

3.7 Customer, who supply their own fabric, have the responsibility of supplying more fabric if for any reason, including human error that there isn't enough. However, if fabric is ordered from us and we have under estimated, we cover the cost for you. Please check your fabric for flaws, we will assume that you are happy with the condition of the fabric and any flaws - we reserve the right to charge a handling fee, if you would like us to check the fabric for you.

3.8 To supply your own fabric - you will need to make sure it is suitable for purpose and have the relevant fire/match certificate necessary for fire safety regulations, composition and care instructions - should we need to provide a barrier cloth or arrange for the necessary treatment. You need to make sure the accurate quantity or more is there, we reserve the right to charge a fee, if you would like us to measure the fabric off.

3.9 Call out and delivery charges vary depending on the travelling distance and whether a one or two man delivery is required. Please make us aware if there are stairs involved with delivery or any other obstacles that may make delivery more difficult. This may incur further charges for insurance purposes.

3.10. Storage charges may apply in certain cases and charges may vary depend on the size of the furniture.

#### 4. Payments

4.1. A deposit is required before any work will commence or any materials are ordered. The deposit amount is 50% of the total price. Full payment is required up front for any product only orders, such as fabric, poles, paint or wallpapers.

4.2 The full remaining balance is to be paid upon completion, before delivery. You can visit the workshop at any time, to see work in progress or completed but we can no longer make deliveries, without receiving full cleared payment before hand. If you are collecting, you may pay upon collection, providing it is within 14 days of completion. We reserve the right to charge late payment fee's.

## 5. Delivery and Storage

5.1 Once your furniture has been completed we must be able to delivery (or the item collected) within 14 days. If we are unable to do so, due to your default, we reserve the right to apply storage charges.

5.2 Deliveries & Collections will be made Tuesday - Thursdays, between 9am - 5pm. Outside of these times, may incur a further charges.

5.3 Time of delivery is not of the essence in these terms and conditions of trading. We will not be liable for any direct or indirect loss of profits or other financial loss or damage suffered by you through any reasonable delay or due to unforeseen circumstances outside of the reasonable control of Sofarooms or delay due to any reasonable rescheduling of delivery,

5.4 Delivery dates and times are estimated. Whilst we endeavour to meet deadlines and deliver within a 2-4 hour time slots, we sometimes experience delays, due to dealing with customers in the showroom/workshop or being held up on other collections/deliveries or by traffic. Whenever, possible we try to keep you informed and updated, rescheduling if that is more convenient. Time & Unforeseen occurrence befall us all, so on occasion we may need to cancel and rearrange deliveries/collections.

5.5 We offer no guarantee with deliveries. Delivery is from our workshop to your door. Whilst we endeavour to try to deliver to the room and position you require as a courtesy, we reserve the right to refuse, if this may put our staffs health at risk or if we feel it is not viable (upstairs, over banisters, through windows etc). We cannot be held responsible for any damage caused to paintwork, fixings or anything else, that may have accidentally occurred in order to place the item in your desired position. We cannot be held responsible for any damage caused to the items, in the process of delivery to your destined location. If they are going up the stairs or through narrow or awkward hallways, doorways or anything else, it is the customers responsibility to make sure we can pass through easily, removing any pictures, light fittings or anything else that could obstruct access and cause or be damaged.

## Returns & Cancellations

6.1 Cancellations - please let us know within 24 hours if you choose to cancel. Once orders have been processed and goods have ordered, we cannot cancel, you will be charged for any goods already ordered. Deposits are non refundable.

562 Returns - As we offer bespoke services, whether upholstery, handmade sofas, chairs, footstools, headboards, made to measure curtains blinds, poles or any other soft furnishings -

returns are not accepted, as they are made especially for you or customised specifically to your preference. If incorrect measurements have been supplied to us we are unable to accept returns and alterations may incur a small charge depending on what is required. If you are unhappy in anyway, we will do ur best to resolve the matter where possible. However, this may incur a charge if we are in no way at fault. It is very important that you make sure you are happy with your chosen fabric and that you double check all details on the invoice. By making any form of payment or verbal agreement to tell us to proceed with an order, you are entering into a contract and agreeing that all details are correct.

#### 7.1 Fabrics, Wallpaper & Trimming Orders

Please make sure you order a sample before ordering and check stock. If we are unable to fulfill your fabric/wallpaper order or there is a delay for any reason, we will get into contact, to discuss whether you would like a refund, exchange or wait for your fabric/wallpaper depending on the circumstances. This is for fabric and wallpapers only, based on if there is insufficient stock, they have been discontinued or there is a delay waiting for new stock. Fabric will be supplied non FR unless a FR treatment has been requested. FR treatment is extra cost.

7.2 Returns are not accepted for less than 5 meters.

7.3 Dependent on the supplier, returns may be accepted on orders over 5 meters, providing they have been stored correctly and returned in the same condition and like for like packaging as it was received. However, depending on the supplier, returns of any cut to length materials may incur a 25% restocking charge.

7.4 Before cutting into any fabric, trimmings or cut to order products, please check them over for flaws first. Returns cannot be accepted on any products that have already been cut into/ marked up.

#### 8.1 Wallpapers

Again, please order a sample and double check required quantities before ordering.

Some suppliers will accept returns of wallpaper, with a 25% restocking charge. Others will only accept returns of whole orders, not part of the order, again with a possible restocking charge of 25%. Some suppliers do not accept returns at all or have a minimum number of rolls that you can return. We will be happy to find out the terms for you on the particular wallpaper you are interested in purchasing.

9.1 Please check for flaws in the wallpaper before cutting, returns cannot be accepted once it has been cut into.

#### 10.1 Paints

The paints that we supply are made to order and therefore returns are not accepted.

#### Faulty Items

10.2 Occasionally, some fabrics and wallpapers do have flaws, if when you check your fabric before marking or cutting, you discover flaws, please contact us immediately on 01393 42 44 44 or email us (ideally with photos) to [info@decorrooms.co.uk](mailto:info@decorrooms.co.uk).

10.3 In order to resolve any problems efficiently and quickly, we recommend that you check the product, within 7 days of receipt. After 14 days, there may not be much we can do to help. If you have cut or marked the fabric before discovering the flaws, we will not be able to accept the return or send out a replacement.

#### 10.4 Arranging a Return

Please call 01392 42 44 44 or email [info@decor-rooms.co.uk](mailto:info@decor-rooms.co.uk) before returning an item and await our response, to make sure the return will be accepted and we know to expect it.

10.5 Returns are at your expense and we recommend using a courier or postal service which requires a signature. Please make sure they are well packed and waterproof, goods are your responsibility until they reach us.

10.6 Once we receive the returned item and have checked it over, we will then process your refund. This may take 7-10 days. However, on average 3-5days. Any problems, please contact us.

#### Data

8.1 We require your full name, address, email and telephone numbers for enquires, invoicing, collection, deliveries and communication in regard to any enquiries or orders. We do not share or sell you information, unless it is to fulfil your order -for example, if you have taken out a Guardsman plan on your handmade order, we will share this information with them for that purpose only and Guardsman privacy policy will apply. We will also, share your information, with suppliers, if you are having any samples or products, such as paint, wallpaper, fabric or anything else delivered to you, rather than collecting from us.

We require this information and we will not be able to provide any services for you without this information. It will be kept securely and is for our business purposes in order to fulfil your orders and in order to contact you in this regard only. This information may be stored on paper and electronically on our computer. Accounting system and online if you have place an order though our website. You may ask for any data about you to be deleted but only after any orders have been fulfilled and payment has been received in full and has cleared. We may store your data for any future orders or past order enquiries, unless requested otherwise. We also store your information for accounting purposes, our accountants have access to our accounts but with a strict confidentiality agreements. Please see below for further information.