

1. A minimum deposit of 20% is required on all orders.
2. **Outstanding balances must be paid for in full before delivery.**
3. All credit applications must be completed and approved at point of sale.
4. All quoted prices are inclusive of V.A.T at the current rate (unless eligible for VAT exempt purchase lift recliner, adjustable beds, selected mattresses) and are subject to change if the V.A.T rate changes.
5. All delivery dates quoted at the time of sale are given in good faith and whilst every effort will be made to honour them it must be recognised that they are estimates and consequently the Company cannot accept any liability or claims for compensation resulting in late deliveries.
6. Delivery will be arranged within normal delivery areas of the Company on designated days. Requests for specially timed deliveries may be subject to charge. Reasonable access must be provided and it is the responsibility of the customer to ensure that the goods selected will fit into the property. If access to the property is not possible by normal means, alternative arrangements such as the removal of windows, using the hoists, lifting tackle or alterations to the goods or property may be necessary at the risk and cost to the customer. It is the responsibility of the customer to prepare safe and reasonable access including the removal of all ornaments, pictures, mirrors and breakables where necessary. The Company cannot be responsible for any damage resulting from the moving of mirrors/pictures etc. in order to position the goods.
7. We have limited space in the warehouse and cannot hold goods for an indefinite period. If the customer is unable to take delivery of the goods when they become available, the balance must be paid, and the Company reserves the right to charge for longer term storage at its discretion.
8. Unless otherwise stated on price ticketing at point of purchase, all prices for made to order upholstery, dining and occasional furniture, divans, bedsteads and bedroom furniture, do not include delivery to your home or chosen delivery address.
9. E & M Carpets and Furniture Limited are only responsible for delivery to your front door. Beyond there, the risk becomes the responsibility of the customer.
10. In the event of items returned, unfortunately we do not give refunds. We offer a credit note for the amount of the returned item.

**Installation** (carpets, flooring, fitted furniture etc.) is by our specialist installation teams and will be arranged for a convenient date by the department concerned. Please be aware that if skilled trades are involved, that at peak times our installers may be committed some time ahead.

#### **Cancellations / Returns**

If you are in any doubt about the order overleaf you should advise us within 24 hours. Once manufacture of any special order has commenced we are committed to take the goods concerned. We regret therefore that goods ordered or cut specially cannot be returned. This does not affect your statutory rights.

#### **After Delivery**

1. We guarantee the goods for 12 months (unless otherwise stated). This guarantee does not cover any defect, fault or damage which arises through general wear and tear or mis-use ( mis-use includes any failure to care for the goods in accordance with the care advise we gave you ). Also the guarantee does not cover defects that are brought to your attention before you agree to purchase the goods and which are noted on the sales invoice, i.e. clearance goods. Notification of any defects needs to be made to the store as soon as is practicable. Please note this guarantee does not affect your statutory rights.
2. We require you to inspect your goods thoroughly upon delivery and sign despatch note to confirm the goods have been received and the furniture and your property have been left in a good condition. Should a defect or fault be apparent with your furniture you should make a note of the problem on the despatch note or notify us in writing as soon as practicable. If the defect is covered by our guarantee the goods will be repaired by us or alternatively at our option, we will provide replacements.

**E & M Carpets and Furniture Limited (The Company)**  
**TERMS & CONDITIONS – PLEASE READ CAREFULLY**

3. If you notify us within the 12 months guarantee period of any defect or fault which your goods have been developed, provided that our inspection confirms that the fault is covered by our guarantee, we will take such measures as may be necessary to rectify the problem to your reasonable satisfaction.
4. If any for any reason the good are not paid for in full prior to the delivery, the goods remain the property of E & M Carpets and Furniture Limited until fully paid.
5. In the event of items returned, unfortunately we do not give refunds. We offer a credit note for the amount of the returned item.

**Care of your purchase**

We want you to enjoy any product purchased from us. Please take time to read the care pack that accompanies this order or is delivered with the goods, it contains vital information to ensure that you get the best from your purchase. We are always happy to answer any specific questions you may have about care and maintenance.