

## **Delivery Information for furniture ranges starting with code starting KH:**

Ranges include – Bergerac, Eartham, The Chair Collection, Cranleigh, Cornish Oak, Greenwich, Holmsley, Idaho, Petworth, Richmond Rustic Oak, Scandia, and South West

### **IMPORTANT NOTICE:**

**DUE TO THE CURRENT SECURITY SITUATION IN THE RED SEA, ALL STOCK SHIPMENTS HAVE HAD TO BE RE-ROUTED AROUND AFRICA WHICH HAS CAUSED SOME LENGTHY DELAYS AND HAS ALSO AFFECTED OUR LEAD TIMES.**

**ALL OUR FURNITURE IS AVAILABLE TO ORDER, AND ALTHOUGH MOST ITEMS WILL BE DELIVERED WITHIN THE USUAL TIME FRAME, PLEASE NOTE THAT DELIVERY OF SOME UNITS MAY BE LONGER THAN ANTICIPATED BECAUSE OF THESE ISSUES.**

**WE WILL NOTIFY YOU OF THE CURRENT LEAD TIME WHEN WE RECEIVE YOUR ORDER, BUT PLEASE BE AWARE THAT THIS CAN ONLY BE USED FOR GUIDANCE AND COULD CHANGE AT VERY SHORT NOTICE.**

**IF TIME IS OF THE ESSENCE, PLEASE CONTACT US TO CHECK AVAILABILITY AND THE EXPECTED DELIVERY LEAD TIME BEFORE PLACING YOUR ORDER.**

***PLEASE ACCEPT OUR APOLOGIES FOR ANY INCONVENIENCE THIS MAY CAUSE.***

- All deliveries of these ranges are free of charge to all mainland UK addresses
- Delivery of items already stored at the warehouse will be made within 14 working days and will be booked in with you 24 hours in advance.
- A 2 - 3 hour timeslot will be given via text message.
- All items will be delivered to your room of choice
- For items that are waiting to arrive at the dispatch warehouse there is a general lead time of between 2 to 16 weeks.
- When placing your order please supply a telephone number (preferably a mobile number) so that we can keep you informed of your delivery details.
- If a delay to your delivery is expected, we shall notify you by e-mail and provide a new lead time, however, please be aware that this will be an estimate only and can be subject to change at short notice.
- Delivery of furniture weighing less than 25kg may be made using industry leading couriers.
- Every area in England and Wales is covered at least once per week and Scotland every fortnight
- If required, a white glove service is available that includes furniture assembly and removal of packaging. Prices start from £59.00 for one item, so please let us know if this service is of interest and we would be happy to provide you with a full quote.

**Please contact us for all deliveries to any offshore island.**

## **GENERAL DELIVERY INFORMATION**

- Please retain all packaging and paperwork for your order until you have thoroughly inspected all items and are happy with your purchase.
- Before you start to assemble any of the home assembly pieces, please check all the correct components are in the box as stated on the assembly instructions and that they are in good condition. Should you find that anything is missing or damaged, please advise us by e-mail with the following information; your order number, the name of the item in question, the part numbers that are needed as listed on the instructions. We will then arrange for replacement parts to be sent out to you.

- Please remember that items are your responsibility until they have been received at the warehouse so, please ensure that ALL items to be returned are securely re-packaged for the return journey as you will lose your rights to return the goods for a full refund where, in our opinion, you have not taken reasonable care of the goods while in your possession and they have not been returned unused or with the original packaging.
- Although our lead times for any item that is not immediately available for delivery are given in good faith, please use them as guidance only until new stock is received into the delivery warehouse.
- If your requirements are time restricted, please contact us before placing an order to make sure we can meet your deadlines as we cannot be held responsible for delayed dispatch and deliveries.

## **RETURNING YOUR PURCHASE:**

### **Unwanted Items:**

If, for any reason you are not happy with your purchase or you have a change of heart, you can return the goods to us within 14 days of receipt (this is in accordance with Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013).

We can only accept returned items if they are in a re-saleable condition. This means they must be in the original packaging, unused and undamaged.

You are obliged to take care of the goods whilst they are in your possession and this responsibility ends once the goods have been received by us, therefore we recommend that an insured delivery service is used as we cannot be held responsible if goods are either lost in the post or damaged in transit.

The cost of the return will be payable by you, the customer.

Once the returned goods have been received and checked, a refund for the price you paid for said items (excluding any post and packing charges incurred by Present Daze Furniture & Gifts) will be made. A deduction may be made for any goods that show any sign of use or damage.

### **Incorrect Item Received:**

If you have received the wrong item, please contact us by e-mail at [info@presentdaze.co.uk](mailto:info@presentdaze.co.uk) with details of your original order, the incorrect item/s you have received, your order reference number and at least 3 images that clearly show the item/s you have received, the packaging that displays the address label and another to show the return is securely re-packaged and ready for collection by our couriers.

Once all the required information has been received, and confirmed, we will arrange for the return of the wrong item/s. Once the returned item/s have been received, we will arrange for the correct item/s to be dispatched as quickly as possible.

### **Faulty Goods:**

Every effort is made to ensure that all items are delivered to you in perfect condition and full working order.

However, in the unlikely event you receive faulty goods, please advise us of the problem by email ([info@presentdaze.co.uk](mailto:info@presentdaze.co.uk)) within 14 days after delivery.

Please include a full description of the problem you have with your purchase, your order reference number and at least 2 images of the damage to the item/s in question and another of the original packaging.

We will then arrange for either replacement parts to be sent to you, a full replacement, exchange or return for a full refund.

**Should you need further information, a quote or clarification of any of these arrangements, please contact us at either: [info@presentdaze.co.uk](mailto:info@presentdaze.co.uk) or call freephone: 0808 143 0710.**