

Ordering & Delivery

PRICING

All prices shown in sterling (£) are subject to VAT at the current rate.

TERMS OF PAYMENT

Nett 30 days from end of month. ØRN Furniture retains title and ownership of all goods until they have been paid for in full.

ACKNOWLEDGMENT OF ORDERS

All orders will be acknowledged. Please check acknowledgements and contact Customer Services as soon as possible if there are any variances to your order. We cannot be held responsible for customer error or omissions.

ORDERING PROCEDURE

Orders must be placed in writing and include the following:

- Product code
- Fabric range and code (if applicable)
- Quantity
- Delivery address
- Contact name and number
- Required delivery date

WARRANTY

The company's warranty and guarantee are valid only on standard products supplied in mainland UK and given subject to the product being used for the purpose for which they are designed, with the exception of fair "wear and tear".

All products are supplied with a 5 year warranty apart from the fabrics which are covered by the manufacturers own warranty or guarantee.

DELIVERY LEAD TIMES

Lead times may vary due to the raw materials selected on the product and/or component requirements. Once your order is received we will acknowledge the order with a confirmed week commencing delivery date. In the event that our lead time does not meet your requirements, please contact our Customer Services who will investigate the possibility of rescheduling the items on your order to meet your expected delivery date.

SAMPLES

Sample requests are delivered on a sale or return basis. We would request these are returned to us in good condition within a 30 day period or the invoice stands and cannot be credited. Special requests other than standard will not be deemed as sale or return and will be treated as an order.

PRODUCT SPECIFICATION

All dimensions and weights are approximate and whilst every care is taken to ensure their accuracy, ØRN International cannot be held responsible for errors. ØRN Furniture reserves the right to make, without notice, any changes to materials, specifications or design of the products which it considers to be reasonable or desirable.

Such changes shall not affect the validity of the contract. ØRN Furniture reserves the right to amend or change the pricing structure within this publication. Whilst every effort

is made to ensure parity of colour on all ØRN finishes, ØRN Furniture cannot guarantee an exact match every time.

INSTALLATION

We can offer an installation service on all orders for an additional charge (POA). This includes complete unwrapping, putting in place to a given plan and removing and recycling all packaging.

RETURNS

If you require an item to be returned, please call Customer Services as soon as possible. Please ensure goods are packaged and boxed suitable for collection via courier. A handling/re-stocking fee will be applied for this service. Once goods have been returned in saleable condition, a refund will be issued.

ØRN Furniture works with dedicated logistics companies, enabling us to give flexibility and quick response to your delivery requirements. The drivers used are trained fully in the handling of the product to ensure that they are delivered in the best possible condition.

Standard delivery times for our products are between 9am and 5pm. Dedicated timed deliveries are not available; however we will work with you closely to meet your requirements.

As part of our continued focus on Customer Service, delivery of orders can be made on behalf of a distributor, subject to clearance of our Customer Service Department. Customer Services must be notified at least 5 working days in advance of any end user delivery date change or a charge may be levied.

CHECKING FOR DELIVERY

All items must be individually counted. Our logistics partner will not accept any signatures marked "UNCHECKED". Please verify the number of items received with the number shown on the delivery document which you are required to sign. You must only sign for the actual number of items received, any discrepancies to the advised quantities must be written on the delivery documentation. Neither our logistics provider nor ourselves will be held responsible for any shortages found after the delivery paperwork has been signed.

DAMAGED GOODS

Any visible damage on delivery must be signed as such on the delivery documentation. If any items should arrive damaged, including water damage, you must sign the carrier's note as "damaged". All damages must be notified to our offices within 48 hours of the delivery and photographic evidence provided of this. Neither our logistics provider nor ourselves can accept responsibility if we are informed after this time period or for onward delivery.

GOODS FOR COLLECTION

Only goods that have been pre-advised for collection will be accepted by our warehouse. Customer Service must be advised within a time of 72hrs. All goods to be returned to ØRN Furniture.