

Furniture Terms & Conditions

These Furniture terms and conditions of our sale apply to any order you place for made-to-order and stock product categories through adamfromhome.co.uk, online, in store or over the phone.

All other terms and conditions are as stated in our General terms and Conditions at <https://adamfromhome.co.uk/terms-and-conditions/>. In event of any inconsistency between these Terms and Conditions and our General Terms and Conditions, these Terms and Conditions will apply.

Last updated April 04th, 2023.

1) Payments

- All Card/Cash/Credit/Voucher/Gift Card/PayPal/Clearpay payments must be processed on the day you place your order.

- If you use PayPal or Clearpay credit or installment plans your first payment will be made in accordance to PayPal or Clearpays credit agreement.

- We **DO NOT** accept cheque payments.

2) Our Furniture Products

- All our furniture complies with the appropriate safety standards for domestic use only, It is not intended for commercial use unless clearly stated otherwise. It is also only suitable for indoor use, unless clearly stated otherwise.

- Images displayed are a guide only and may not be representative of the finished product. Fabrics are overlaid onto model images, so actual seams and pattern match may differ from what is shown.

3) Will It Fit?

- Before you place your order, it is essential that you note your furniture's dimensions and check that it will fit into your home and into your chosen room and through all access routes (both internal and external). To assist, a "Will it fit?" guide is available upon request.

- If the furniture does not fit or if the access route is not suitable, we will be obliged to cancel your order and you may, at our discretion (to take account of our reasonable costs), incur a £50 overall charge which will be invoiced to you separately. You will be refunded for the purchase price (exclusions such as non-refundable made-to-order items apply).

4) Fabric Swatches

- You can order up to 6 free fabric swatches before you make your purchase, contact us at **07450980604** or email us at enquiries@adamfromhome.co.uk to make your request with the swatch name and furniture item of interest.

5) Check your order

- Please check your order confirmation documents carefully and ensure that the item, style, colour and quantity of the products stated match what you've ordered. You can access your order confirmation in the customer dashboard or via a printed copy upon request. If the details are incorrect or incomplete, please contact us at **07450980604** or email us at enquiries@adamfromhome.co.uk as soon as possible.

6) Delivery Locations

- We offer free furniture delivery whatever you order to the UK Mainland only excluding the areas below.

There will be a charge of £15.00 for the following Scottish postcodes:

PA- Paisley postcodes 1-19. (Paisley postcodes 20 and above, plus some of the far reaching highland locations will need to be advised on a case by case basis.)

FK – Falkirk

KY – Kirkcaldy

DD – Dundee

IV – Inverness

PH – Perth

AB – Aberdeen

KW – Kirkwall

- **Offshore Isles:** Our Home Delivery Service is limited to UK mainland only. If you require deliveries to offshore isles & Ireland you will need to arrange your own carrier. We can arrange for them to collect directly from our suppliers warehouse or we can deliver into the depot of your choice on our normal week delivery service, neither of which will incur a delivery charge.

7) Delivery Of Your Furniture Will Be Arranged As Follows:

Estimated delivery date:

- For orders placed in store or over the phone, one of our customer services assistants will notify you of the estimated despatch time.

- For orders placed online, the individual product pages will specify the estimated despatch time.

- Please note that multiple products might **NOT** be delivered in one delivery. If you order more than one furniture product, due to different supply chains, distribution centre locations or stock availability the delivery date offered will be given on a product by product basis. You will be given the opportunity to delay certain products when arranging your delivery date to allow them to coincide.

- When your order is ready for dispatch, you will receive a phone call or a link via text/email for you to choose a specific day of delivery. A smart phone will be required for booking your date online, if you do not have access to these facilities please contact us at **07450980604** or email us at enquiries@adamfromhome.co.uk as soon as possible and we will advise you on how to proceed.

- We advise you **DO NOT** assume your furniture will be delivered within any estimated time frames as these are set by our suppliers as a temporary guide only. You will be given a booking confirmation when your furniture is ready for dispatch (stated in [section 8](#)).

8) Delivery Booking Confirmation:

- You will receive an email up to a week before delivery from our suppliers to let you know everything is on track or to provide an updated delivery date.
- To help you prepare, You will be sent a reminder text up to 24 hours before delivery to be allocated a 3 hour delivery slot. The delivery window represents the time during which we expect the vehicle to arrive with you.
- Should you need to change your agreed delivery date, we will do so free of charge provided you give us at least **3 working days'** notice (not including the date of delivery) before your agreed date by contacting us by phone. Any changes after this point will (to take account of our reasonable costs) incur a delivery re-arrangement fee of £50.
- **Please note:** Delivery hours are between **7:00am and 21:00pm**.
It is the responsibility of the customer to be available to accept the delivery on the arranged delivery date and time. An estimated time slot will be given within 24 hours of your agreed delivery date however, these **CAN NOT** be adjusted or customised due to pre-set delivery routes.
- When ordering multiple furniture items, even when booked in for the same delivery day, we **CANNOT** guarantee they will arrive in the same delivery and therefore you may receive multiple time slots, (see [section 7](#) for more information regarding delivery of multiple furniture items).

9) The Delivery Day:

- Please ensure all access routes (internal and external) are clear and that there is sufficient space in the room for the delivery crew to deliver (and where applicable) unpack and assemble your furniture. Our crew must have normal ground floor access and the access route and the room must be large enough to accommodate your order.
- If you have provided us with a mobile number, you will be sent an SMS (text) message or receive a phone call when the vehicle is approximately 30 minutes to one hour from your home.
- We take your security and peace of mind seriously, so all our delivery crews will introduce themselves to you with ID. All our furniture delivery vehicles have a trained crew of two.
- On arrival, the delivery crew will position and, where applicable, unpack and assemble your furniture (excludes "**delivery only**" products – [see section 11 below](#)). This may be subject to change due to government guidelines and local lockdowns.
- We may not ask you to sign our handheld device to accept delivery, where possible we will take a photograph of the item as evidence of delivery.
- If no one with authority to accept the delivery (meaning persons aged 16 years of age or above) is available at your specified address at the time of delivery, your order will be returned to our warehouse and you may, at our discretion (to take account of our reasonable costs), incur a delivery re-arrangement fee of £50 in total.

10) Changes To Your Delivery

- Once you have agreed your delivery date with the furniture delivery team, should you need to change it, we will do so free of charge, subject to the below, up until **3 working days** before your agreed date. Any changes after this point will incur a delivery re-arrangement fee of £50.

- We understand there may be reasons you would want to delay your delivery. We are happy to accept a maximum of 3 delays or a delay of up to 6 weeks from your original delivery date (whichever may come first). Should you wish to delay your delivery beyond this point, we can provide storage for your order at a cost of **£10 per week**. This will be charged separately before your order is delivered.

- Any delays caused by *Adam From Home Ltd* or our trusted suppliers and manufacturers will not affect the above options to delay.

11) Delivery Only Products

- Certain products within our range are supplied on a '**Delivery Only**' basis, which will be made clear in the **DELIVERY** section on-line so you are aware of this prior to making your purchase. These will be identified by 'Delivered To Your Door', 'Delivered To Your Room Of Choice', 'Partial Assembly Required' or 'Self-Assembly Required.'

- Delivery only products will require unpacking and possibly self-assembly, instructions will be provided and can be accessed online. Please unpack and check your furniture as soon as possible after delivery.

- Should the instructions be missing or unavailable online please contact us at **07450980604** or email us at enquiries@adamfromhome.co.uk as soon as possible and we will arrange a pdf or paper replacement to be sent to you via email or post.

12) Delays

- Occasionally, the delivery of your furniture may be delayed or postponed. We will make every effort to keep you informed, minimise delay and discuss revised delivery timescales, but we shall be under no liability for any delay or failure to deliver your furniture if the delay or failure is wholly or partly caused by circumstances beyond our reasonable control.

- Where there is a delay or failure for such reasons, and you may wish to cancel your order. See [section 14](#) below for further information about cancelling.

- *Adam From Home Ltd* is a licensed retail platform for high quality furniture manufacturers and suppliers and does not manufacture any products in house, therefore **CAN NOT** take responsibility for any delays.

13) Amendments

· Should you need to amend your order please contact us as soon as possible and no later than **three days** before delivery date at **07450980604** or email us at **enquiries@adamfromhome.co.uk**.

- After 5 working days any Made-To-Order furniture products will **NOT** be able to be amended, cancelled or refunded, please see [section 5](#) for details on confirming your order.

- If you amend your order, you may find there are changes to your delivery timescales and/or the price you pay for the product(s). Where this is the case, you will be shown the current selling price along with the relevant delivery options and their cost on the day you amend your order and will have the option to either confirm the amendment(s) or cancel your order. See [section 14](#) below for further information about cancelling.

14) Cancellation

- If you wish to cancel and return your order, you have **Fourteen (14) days** to inform us, starting on the day after your products have been delivered. Please call our Customer Services team (**07450980604**) and they will arrange a time for a courier to collect your furniture.

- All products returned must, when received by us, be in their original re-saleable condition. Deductions from any refund may be made by *Adam From Home Ltd* for any excessive handling, such as: the disposal of the product's original packaging, or where an item has been partially/fully built.

- There will (to take account of our reasonable costs), be a collection charge of £50 in total (which will show as a separate charge).

- Note that in all circumstances, you are responsible for any loss or damage to the furniture before it is received by us (except where caused by us) which will be deducted from any refund made to you. Our crew will take photographs of the relevant products on delivery to document their condition.

- Please note that our goodwill refund policy, which can be found within our Returns & Refunds page on www.adamfromhome.co.uk does not apply to furniture. Once your cancellation right has expired, we will only give a refund in accordance with your legal rights. Please see our Returns & Refunds page for further details of your legal rights.

- If for whatever reason the item(s) you have ordered have been discontinued by our suppliers and we cannot secure your purchase, a member of our Customer Services team will be in contact with you to discuss alternative furniture solutions. If no resolution can be made your order will be cancelled and a full refund will be given.

15) After Delivery

- If you have a problem with your new furniture delivery or need to return an item, please follow these steps:

1) Contact our Customer Services at **07450980604** or **enquiries@adamfromhome.co.uk**

2) Please retain the original packaging.

3) Our Customer Services team will forward your circumstances to our suppliers who will contact you to advise of the next steps. Damaged or faulty items and missing parts must be reported within **Fourteen (14) Days** of receiving delivery of the order.

4) If your furniture is damaged or faulty the remedies we will provide will depend on the circumstances of each case, but may include repair, replacement or refund, as appropriate and in accordance with your legal rights.

- If you are exporting your furniture internationally, please make sure you are completely happy with your product before shipping onwards as we cannot arrange international collections or administer after sales assistance overseas. Please also check what customs formalities are involved, including payment of export or import duties. If you intend to export your furniture internationally, please contact our Customer Services team (**07450980604** or **enquiries@adamfromhome.co.uk**) and they will provide you with assistance.

16. Furniture Guarantee

- Selected furniture products carry a 12 month manufacturer guarantee. If you have any issues with the quality of your product or any damage within this first 12 months please contact our customer services team at **07450980604** or email us at **enquiries@adamfromhome.co.uk**, we will require photographic proof of any damage and a full description of any damage/replacements required to put forward to our suppliers so they can take the appropriate action for you.

This does not cover any issues arising as a result of normal wear and tear, improper care or accidental damage. The life of your furniture depends on you looking after it according to the care instructions provided.

You will need to provide:

1) Proof of purchase;

2) A photograph of the batch label; and

3) Photographs of the fault.

16. Furniture Guarantee (Continued)

What does your guarantee cover?

- Your guarantee provides a repair service should your furniture fail during the 12-month guarantee period.
- All repair services are provided by authorised service technicians who are appointed by the manufacturers and suppliers of *Adam From Home Ltd.*
- We reserve the right to use alternative, similar materials to repair your product where the original materials are no longer available.
- If we need to replace the fabric, the replacement fabric may not be exactly the same as the original fabric. We will try to find the closest available fabric, but there may be some shade variation.
- If your product cannot be repaired, we will replace it with the same model or, if this is no longer available, a substitute product of an equivalent specification.
- In the event that your product is repaired or replaced, the guarantee will still expire on the original guarantee expiration date.

What is not covered?

- The guarantee does not include the following:

- 1)** Ex-display products.
- 2)** Any outdoor furniture.
- 3)** Accessories (*e.g. arm covers/scatter cushions etc*).
- 4)** Normal wear and tear.

The guarantee will not apply if:

- 1)** The furniture has been subject to adverse moisture or heat.
 - 2)** The product has not been properly maintained in accordance with the care instructions, or there is evidence of product abuse, misuse or use in a non-domestic environment unless specified for commercial use on purchase.
 - 3)** The product is in an unsanitary condition. We and our suppliers reserve the right to refuse to collect and/or dispose of any unsanitary product.
 - 4)** The product has been exported outside of the UK mainland.
- This guarantee is in addition to and does not affect your legal rights. Please see our Returns & Refunds Page at www.adamfromhome.co.uk for further details of your legal rights.

17) Reservations

Please note any items listed in your *Personal Styling Guide* as part of our Interior Design Service, **DOES NOT** create a secure back-order or reservation. To secure any products in our catalogue your order must be paid in full.

18) Additional Parts

- If you are missing any parts or need a replacement/extra parts for selected furniture items please contact our Customer Services Team at **07450980604** or email us at **enquiries@adamfromhome.co.uk**. (Please note parts are subject to availability and charges may apply).

Sales Assistant:

By signing I agree as a representative of *Adam From Home Ltd* to have provided the customer with sufficient information and recourses to confidently make their purchase.

Print Name..... Date.....

Signed.....

Customer:

I have been advised sufficiently on making my purchase and agree to the above Furniture terms and conditions and privacy policy of *Adam From Home Ltd*.

Print Name..... Date.....

Signed.....

Please take time to read your terms and conditions fully, if you have any additional questions please contact our Customer Services Team at **07450980604** or email us at **enquiries@adamfromhome.co.uk**.