

Lighthouse Furniture Project Ltd. Terms and Conditions of Sale – 02/02/2024

HOLDING ITEMS

- We will hold an item for up to 4 working hours, after which it will automatically be released.

PRE-DELIVERY

- If you change your mind about your purchase prior to it being loaded for delivery, we will charge an administration fee of 10% of the value of the item and refund the balance.
- Once a delivery date and time has been set **please ensure you notify us of any changes to your delivery before 12 noon the previous day**, as the van could be loaded in the afternoon for the next day's deliveries.
- **Please note that we expect all deliveries or collections to be made within 7 days, after which we reserve the right to charge a storage fee of 10% of the value of the items per week of storage, payable before we release the item. After 10 weeks we will sell the item to cover our costs.**

DELIVERY

- It is your responsibility to make sure the items purchased are suitable and will fit into your property.
- If an item will not fit into your home we will either, at your choice: -
 - a) Leave it in a suitable place.
 - b) Deliver it to a nearby alternative address which may incur an additional delivery charge.
 - c) Return the item to the warehouse. We will charge a returns fee of 25% of the value of the item and issue a refund.
- We will try to deliver to a room of your choice provided there is nothing to impede clear access. We do not remove doors, windows or lift items above a safe working height.
- We will not refund the delivery charge for failed deliveries or returned items.
- A re-delivery fee will be charged on replacement items.
- Please ensure a responsible adult is available to receive the goods, otherwise they will be returned to the warehouse. In this event, a further attempt at delivery will only be made on pre-payment of a further delivery charge at the store.

AFTER DELIVERY

- All goods should be checked for damage at delivery. Should you discover a fault you must inform the driver immediately, or by phoning the office within 24 hours.

RETURNS

- **If either at delivery or once delivery has been made you change your mind about the items purchased you are not entitled to a refund, exchange or credit.**
- If a refund is given we will charge a returns fee of 25% of the value of the item.

ELECTRICAL ITEM GUARANTEE

- Electrical appliances items have been tested for safety and basic functioning.
- All electrical items have a 3 month guarantee or as stated on your receipt. This does not cover accidental damage or misuse.
- No compensation can be given for loss or damage caused by the failure of an appliance.
- **If an appliance fails within the first 3 months we will either**
 - a) Exchange it for a suitable replacement as soon as one becomes available, or,
 - b) Provide a full refund once we have carried out a fault-finding investigation.

ANY ATTEMPT TO RECTIFY A PROBLEM YOURSELF WILL INVALIDATE THE GUARANTEE

WASHING MACHINES/DISHWASHERS/TUMBLE DRYERS

- All items should be transported upright to avoid damage and we recommend you use our delivery service.
- We recommend you clean the inner drum of washing machines before use. Also that you do a 'dummy wash' before washing your usual laundry or crockery.
- We recommend new hoses when installing washing machines and dishwashers.

FRIDGES/FREEZERS

- All refrigeration items should be transported upright to avoid damage and we recommend you use our delivery service.
- Refrigeration should be left to stand for 6 hours after delivery (24 hours if the appliance has been laid on its side) before switching on, and run for 24 hours before putting food in.

FAILURE TO FOLLOW ANY OF THE ABOVE RECOMMENDATIONS WILL INVALIDATE YOUR WARRANTY

ALL ELECTRIC COOKERS SHOULD BE FITTED BY A QUALIFIED ENGINEER

WASHING MACHINES/DISHWASHERS SHOULD BE FITTED BY A COMPETENT PERSON

GENERAL DATA PROTECTION REGULATIONS 2018 (GDPR)

- Personal data which comprises name, address and telephone numbers will be held securely and used purely for contractual purposes in regard to the sale or collection of goods. This information will never be provided to any third party without your explicit consent.
- Full debit/credit card details are not retained or stored.
- You have the right to request information that we hold on our database, the right to rectify any incorrect information and the right to erasure of any of your personal information, once the contract of sale is complete. Any request should be made in writing and will be dealt with within 30 days at no cost to yourself.