

Terms and Conditions

Thank you for placing an order with Easy Living Furniture. Where possible Easy Living Furniture use only natural products and it is our aim to give you the very best quality at the very best price.

PAYMENT

If the item is in stock in our Warehouse then payment in full is required at the point of order. If the item is not in stock then a deposit of 25% of the order value will be required and full payment will need to be settled via our Customer Services Team prior to the delivery date. Payment can be settled by:

- Debit or Credit Card in the Store or by contacting Customer Services on 01495 321666.

We will store the item for a maximum period of 28 days after the initial delivery date offer has been made. After this period, we reserve the right to request that you may be subjected to storage costs.

DELIVERIES

It is the customers responsibility to ensure that the items purchased will fit into the delivery address (including entrances and passageways). In the event of an abandoned delivery due to inaccessibility, 30% of the order value will be charged to return the items. The Company reserves the right to refuse a delivery if the property is deemed unsafe or damage to the property or item may be caused.

The £49 delivery charge covers delivery and assembly of items to ground and first floor only. It is the customer's responsibility to inform at the time of purchase, specific details where this may change (e.g. delivery to a second floor or higher, roads too narrow to park in) as special arrangements and an additional charge may apply. If these circumstances are not highlighted at the point of purchase then refusal of delivery or delivery to the ground floor/first floor may occur.

You will be advised as to the estimated delivery date of the item/s at the point of purchase. Please be advised that the times given are a guide and may be subject to change.

Upon full payment, you will be contacted by our Customer Services Team who will endeavour to arrange a suitable delivery date (Monday – Sunday between 7.30am – 8pm). Due to our postcode allocations, we are unable to deliver on specific days and times, however, we will aim to be as flexible as possible. If for any reason a delivery cannot be completed (e.g. due to a customer not being at home on the agreed day) then a re-delivery charge of £50 will be levied. If a delivery is cancelled with less than 48 hours notice, then a cancellation fee of £25 may apply. The Company reserves the right to re-arrange the delivery at any time.

On the day of your delivery, please ensure all other furniture is protected, and loose or hanging objects are removed as we accept no liability for damages within or to the property. Should an unfortunate delay with your delivery occur, you will be contacted accordingly.

CANCELLING YOUR ORDER

If at any point you wish to cancel your order, a minimum charge of 25% of the total order value will be charged.

AMENDMENTS

Whilst we do our utmost to accommodate amendments to orders, sometimes this may not be possible. We reserve the right that any completed amendment, may be subject to a minimum charge of £15.

CLEARANCE ITEMS

Before purchasing Clearance items please inspect them thoroughly as cancellations and returns cannot be accepted.

After payment, you may collect the item(s) yourself, organise delivery by local carrier (please pay carrier direct) or arrange delivery by Easy Living Furniture's own in house delivery company.

We hope you will be happy with your purchase. Should you have any queries, please contact your local store or customer services on 01495 321666.

These Terms and Conditions of Sale do not affect your statutory rights.