

Thank you for placing an order with The Back Centre, we very much appreciate your custom. This summary is just to let you know what happens next.

Ordering and Delivery Times: We normally fax or email the details of your order to the manufacturer on the day we take the order. Most manufacturers will then send us a confirmation within 10 working days, giving a shipping or dispatch date. We will have given you an estimated time for delivery, based on the current information from our suppliers, but if there is any change to this, we'll let you know.

Delivery to you: As soon as we have received your furniture, we'll contact you to arrange delivery. It's helpful if you can give us both a home and mobile telephone number and an email address, but if we cannot contact you by those means, we'll write to you to ask you to contact us. We deliver during the working day, Monday to Friday and will do our best to find a mutually convenient time to deliver. If you require delivery outside normal working hours, we may be able to do so but we will make a charge. If you are not ready for the furniture when it arrives with us, we may ask you for the balance payment at that point and we will store the goods for up to four weeks without charge.

We deliver everything ourselves and don't use subcontractors. We will pre-arrange a delivery day and time and we aim to be with you within 30 minutes of any specified time. We appreciate that you don't want to take a whole day off work to wait in for us, so we try, road conditions permitting, to be with you as close to the booked time as possible. If there is any change to this, we'll call you to let you know. We are happy to liaise with a key-holder, neighbour or relative if you can't be there in person.

We will deliver any goods that we sell to you into the room in which it is to be used and we'll unpack and assemble where necessary. Any packaging will be removed and any polythene or cardboard is taken back for recycling. Where appropriate, we'll give you a brief introduction to the operation, care and maintenance of the furniture and make sure your happy with the product..

Access to and within your house is your responsibility. When you place an order, please make sure that the furniture will fit into your house. This is particularly important for some larger sofas and beds. If you are in any doubt, please ask us before placing the order to avoid the inconvenience, expense and embarrassment of ordering furniture that is impossible to deliver to the required room. If delivery requires the unplanned removal of doors or other work by our delivery staff, we reserve the right to charge for the time involved.

Payment: We normally require a 20% deposit with your order, although for some non-standard or unusual colour or size options, we may request up to a 50% deposit. The deposit can be paid by credit or debit card (Visa, Mastercard, Maestro, Solo or

Electron) or by cheque. For the balance, we have a mobile terminal to process your card at the time of delivery. We will only accept cheque payment for balances if you allow 10 working days for cheque clearance prior to delivery.

Cancellation: For non-stock items which are ordered for you, such as recliners, beds or office chairs, please consider carefully before you order. If you do decide to cancel an order which you have placed, a charge will be made as we may well be unable to cancel its production and delivery to us. So if you do wish to cancel, please inform us as soon as possible so that we can contact the manufacturer. If we cannot cancel the order with the manufacturer, we will charge you a minimum of 20% of the value of your order, to cover handling and disposal of the unplanned stock. For certain items such as non-standard sizes of bed, or more unusual colour and size combinations, we will charge you a minimum of 30% of the value of the order if cancelled, because of the difficulty of disposal.

Your Existing Furniture: Our delivery team can move your present furniture to another room or to your garage but we would appreciate prior warning that you would like this done. It just helps us to plan the appropriate amount of time for each delivery.

Alternatively and by prior arrangement, we can dispose of your existing furniture for you. If your furniture has the appropriate labels attached which relate to the furniture's compliance with The Furniture and Furnishings (Fire) (Safety) Regulations 1988, and the furniture is fit for re-use, we will take it away free of charge and donate it to one of the local charities. If these labels are not present or have been removed, we can still take your furniture away but we will make a charge for doing so as we ourselves have to pay to dispose of the furniture to landfill.

And finally: As a long established local family business, much of our custom comes through personal recommendation. We value your feedback, good or bad, from which we can learn and continually improve our service. If we've done a good job and you like what you've bought, tell your friends and family. If not, tell us. and we'll do our best to put things right.

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