

Terms and Conditions

Holmes Hill Furniture Ltd has been trading in Holmes Hill since 2003. We try very hard to give customer satisfaction and would request that you bear in mind the following points.

Your solid wood furniture will give years of use and enjoyment, however to keep it at its best it needs certain moisture content. Keeping your furniture in a hot, dry internal atmosphere such as in front of a radiator or heater, or in a very hot conservatory can cause wood to shrink, split or crack. Your product should be cared for in accordance with manufacturer's guidelines and failure to do so could invalidate your guarantee.

ORDERS

All orders require a minimum 50% deposit to be paid on placement of order, with the balance to be settled prior to delivery of the furniture. Matching of colour shades from sample fabric designs and wood veneers will be within a reasonable tolerance but cannot be guaranteed. All orders are guaranteed from any manufacturing fault from 1 year of receiving the goods.

COMPLETION OF ORDER

Delivery times for non-stock items are approximately 3-6 weeks, but specific models may take longer and all delivery times are quoted in good faith and are not binding. Every effort is made to ensure that the appropriate delivery date quoted is accurate. If for any reason the delivery time is extended we will make every effort to inform you of the revised delivery date. Shortages and damages on delivery must be notified to the company within a reasonable time.

CANCELLATIONS

If an order is cancelled, a restocking charge of 20% will be applied on the full invoiced value of the item. No refund will be available on "special" or nonstandard orders, or fabrics which have been cut or upholstered.

DELIVERY

As part of our service we provide free delivery of your furniture (within a specified area for orders over £500). We cannot guarantee a specific delivery time. Delivery and assembly can be arranged with prior agreement being made at the point of sale and detailed on the invoice. We must stress that responsibility for access to the premises and the installation of the furniture within the premises rests entirely with the client and not with Holmes Hill Furniture. Our insurance only covers deliveries to the front door. We will deliver inside but at the customers own risk. We will deliver to a ground floor entrance however any delivery beyond this point is your sole responsibility. Wardrobes are designed to be built on a hard, flat surface. If the wardrobe is to be built on a carpet, particularly deep pile carpet, there may be settlement and movement. If you have requested a wardrobe build, the room must be clear of all obstacles and adequate space must be available to allow for the build.

STORAGE

We will charge for storage of furniture, should delivery not take place within 4 weeks of the furniture arriving in our warehouse; this will be charged at £25 per week (inc. VAT) or part thereof depending on the volume of the order.

RIGHT OF OWNERSHIP

All goods remain the property of Holmes Hill Furniture Limited until full and final payment is made.

Our Commitment to You

We are committed to protecting your privacy and to complying with the data protection /GDPR laws in the UK. In consequence, we collect the minimum amount of information about you that is commensurate with providing you with a satisfactory service.

What is the purpose and legal basis for us to collect and process your personal data?

The main purpose is to identify our customers to enable us to deliver to you the services that you buy from us and to provide you with any follow-up that is required. We also have to retain records of all our transactions for tax and accounting reasons. In addition, as long as you freely give us your consent, we may send you by post/email/text, newsletters and information concerning our products and activities including special offers and details of new services.

What personal data will be collected and processed?

Depending on the type of transaction you enter into, this may include your name, address, telephone number, and email address.

Who will receive your personal data?

We will receive your personal data on our website which is kept on a secure server in the UK where all personal data is encrypted. We do not give anyone else access to personal data unless we are required to by law or the access is for our own team performing their services for our website, all of whom are subject to confidentiality obligations. If we wish to process your personal data for purposes other than those specified in this notice, we will notify you with relevant information and, if necessary, seek your consent.

How long will we keep your personal data?

We need to keep customer details for at least 6 full tax years under the UK tax laws. After that, until you ask us in writing to delete your personal data, we will keep it to enable us to contact you as mentioned earlier in this notice.

What are your rights?

You have the right to:

- ask us in writing for details of the personal data that we hold on you
- require us to rectify any errors
- have your personal data deleted if there is no reason for its continued storage and processing
- lodge a complaint about the data controller with the ICO (Information Commissioner's Office).

Further details about your rights under data protection legislation can be found on the ICO's website at <https://ico.org.uk/>.

Cookies

Your internet browser has the in-built facility for storing small files- "cookies" - that hold information which allows a website to recognise your account. Our website takes advantage of this facility to enhance your experience. You have the ability to prevent your computer from accepting cookies but, if you do, certain functionality on the website may be impaired.

Changes to this Privacy Notice

Any changes to this Notice will be placed here and will supersede this version. We will take reasonable steps to draw your attention to any changes in our policy. However, to be on the safe side, we suggest that you read this document each time you use the website to ensure that it still meets with your approval.

How to Contact Us

If you have any questions about our Privacy Policy, or if you want to know what information we have collected about you, please email us at dean@holmeshillfurniture.co.uk.