

Terms & Conditions

Conditions of Sale - These Terms and Conditions govern the sale by "Futurform Ltd" to you of Products for which you place an order that is accepted by Futurform Ltd. Your acceptance of the Products shall be deemed to constitute acceptance of these Terms.

Ordering - You can order by phone on 01373 455994. Our lines are open Monday to Friday 8am to 6pm. All orders placed before 5.30pm Monday to Friday will be processed for delivery the next working day. All orders placed by you are subject to acceptance by Futurform Ltd. Futurform Ltd reserves the right to revise prices, limit quantities & correct errors in its catalogue. If an error is discovered in the price of the goods that you have ordered, we will inform you as soon as possible. In the event that you order an item and the price published on the site is incorrect for any reason, we will contact you upon discovery of the error to let you know the correct price and ask you whether you still wish us to fulfil your order at this price. We shall be under no obligation to fulfil an order for a product which was advertised at an incorrect price. Should we have fulfilled the order before discovering the error, we reserve the right to take back the goods and refund you the purchase price or charge you the correct amount.

Delivery - We will aim (but do not guarantee) to deliver all orders the next working day. Certain oversized or bulky furniture items may require additional delivery time. Futurform Ltd shall endeavour to inform you of extended delivery times at the time you place your order. Futurform Ltd cannot be held responsible for any consequential loss due to late or non-delivery. Any delay in delivery of the Products shall not give you a right to reject the Products or cancel your order. Futurform Ltd reserves the right to deliver the Products in installments. Delivery times are between 8.30 am and 6.00 pm. We cannot specify an exact time when we will deliver. The delivery driver needs to obtain a signature for all parcels. Delivery to the UK mainland is free. We reserve the right to add a small order charge. Please note we cannot delivery to PO Boxes or BFPO addresses.

Payment - Payment for goods is required at the time of ordering, unless you are a Credit Account Holder. If you are an account holder, please be aware that under the terms of the Late Payment of Commercial Debts (Interest) Act 1998, we are entitled to levy interest and a late payment compensation fee on overdue debts. If paying by credit card on an order and you require the goods to be delivered to an alternate address other than that which your credit card is registered to, we may need to verify your details before we can process your order.

Returns - If you would like to return an item contact us within 7 days and we will collect the items free of charge and issue a full credit. Goods returned after 7 days as 'unwanted' or 'incorrectly ordered' may be accepted at the discretion of the Company but will be subject to a restocking fee of 30% of the invoice value of the Goods. All goods must be unused, complete, and in 'as new' condition and in their original and

unmarked packaging (not resealed with brown tape).

Once the goods have been received back into our warehouse and their condition checked, you will receive a credit to your account. If they are not in a suitable condition, we reserve the right to charge a minimum restocking fee of £15 or 20%. Certain goods are excluded from our standard returns policy such as food and drink items (which cannot be returned due to Health and Safety Regulations), furniture, laptops, opened software, made-to-order and personalised items and some business machines unless damaged or faulty. All credits exclude original delivery charges, if applicable. For further information or to return an item please contact Customer Services on 01373 455994.

Damaged, Missing or Faulty Items - If any items are damaged or missing from your order, please contact us within 3 working days of your delivery on 01373 455994. If a technology product appears to be faulty, please call the manufacturer first (Refer to the warranty section on our website for telephone numbers) to confirm the nature of your fault and obtain a fault acknowledgement reference from them. Please note we are unable to accept technology returns without this. Once you have the reference, please call Customer Services on 01373 455994 so we can arrange collection.

Title of Goods - The ownership of goods will remain Futurform Ltd.'s property until the full price of goods (and all goods, which are the subject of any other contract between you and Futurform Ltd) has been received in cash or cleared funds.

Warranty - Futurform Ltd warrants that the goods will be of satisfactory quality and fit for the purpose which they were supplied. We will endeavour to pass on to you the benefit of any guarantees or indemnities given to us by the supplier

Liability - Nothing in these Terms shall apply to exclude or limit any liability to you in respect of: fraud, fraudulent misrepresentations; death or personal injury caused by Futurform Ltd.'s negligence.

Data Protection

Futurform Ltd is a data controller for the purposes of the Data Protection Act 1998 and may be required to process personal data in connection with the entering into, performance or enforcement of the contract. By entering into any agreement with Futurform Ltd or providing personal data, you give consent that Futurform Ltd may use and disclose personal information to third parties.

Defined Terms

"Terms" means these terms and conditions of sale. "Products" means any products listed in this catalogue for which you place an order which is accepted by Futurform Ltd. "You" means you, the customer.