

Office Furniture Delivery and Installation

Free delivery excludes Highlands, Offshore Islands & Northern Ireland.

We aim to deliver within 1-2 working days. However, due to the current climate within the UK delivery network, some of our deliveries may be slightly delayed.

As standard, furniture items will be delivered kerbside. Delivery to a room of your choice is at the courier's discretion which varies due to insurance purposes for manual lifting. If you do have any specific delivery requirements for your furniture, please contact us at point of order and we will aim to accommodate wherever possible.

We also offer a full furniture installation service for a small additional cost - all packaging will be removed and your furniture items built where required. You will be contacted to arrange a convenient installation day. For more information on this service, please contact us.

Faulty Items

Any items received which are not in full working order will be repaired or replaced free of charge. Any faults must be reported to us directly within 24 hours of delivery. Please contact us to report a fault by telephone on **0333 002 3450** or by emailing sales@ideal-office.co.uk

Damages

Should you receive goods that are in a damaged state, please sign the delivery note as damaged. Such damages must be reported to us directly within 24 hours of delivery. Please email through images of the damages to sales@ideal-office.co.uk so that we can arrange a replacement. We will endeavour to replace the damaged items on a next day delivery service; however, collection of the damaged items may be slightly longer. Should the damage be reported outside of these terms we may not be able to provide a replacement item.

Returns

We can only accept returns on furniture items if the original packaging hasn't been opened, damaged or torn and if the item is ready for collection. Items returned which have clearly been opened will result in the item being returned back to you and a refund not provided. We are unable to resell any furniture that has been opened or built.

Cancelling or Changing an Order Prior to Delivery

Please contact us by telephone on **0333 002 3450** or by emailing sales@ideal-office.co.uk should you wish to cancel or make amendments to an order prior to delivery. Our team will

work with you to advise what can be done dependent on your specific order, type of product and the current order stage.

Seating Guarantees - Made to Order All made to order seating products are made to your specification and to order. It is our policy that once these products have been ordered they cannot be cancelled.