

Terms & Conditions

Buyer: The person, firm or company who purchases the goods from the supplier; **Supplier:** Fylde Supplies Limited, trading as F&S Contract Furniture, Lancaster House, Amy Johnson Way, Blackpool Business Park, Blackpool. FY4 2RP and The Old Coastguard House, Princes Way, Fleetwood, Lancashire. FY7 8PG. **Manufacturer:** The person, firm or company that Fylde Supplies Limited purchase goods from.

These terms and conditions cover the sale of any goods bought through the supplier either from this website or any other goods or services available through the supplier not mentioned on this website. By placing an order with the supplier, the buyer is agreeing to the terms and conditions as stated above and below & these terms & conditions will override any terms & conditions supplied by the buyer unless otherwise agreed by the supplier & stated separately in writing. Any warranties or guarantees are those stated by the manufacturers.

Furniture

The supplier sources furniture & other items from European & UK manufacturers and stockists, the style and originality of some of the furniture comes from the natural materials used. Any indentations, blocks and fillings are part and parcel of some reclaimed woods & other materials. The inaccuracies in both the materials and workmanship add to its character. The supplier neither tries to hide any restorations, nor select timber or hide's without inclusions.

Glass items (e.g. glass topped tables) also contain 'inclusions' as this is inherent in the glass toughening process.

Some colours or styles may differ slightly from those shown on the supplier's website, e-books or any images used in their formal quotes or other correspondence, the supplier cannot be held responsible in any way for such occurrences.

The supplier's furniture comes with a minimum 12-month manufacturer's warranty if purchased from new.

Other Purchases

The supplier also sources a large range of other goods & products for various projects mainly from European & UK manufacturers, again, some colours or styles may differ slightly from those shown on the suppliers website or any images used in their formal quotes or other correspondence, the supplier cannot be held responsible in any way for such occurrences.

The suppliers non – furniture items come with the warranty provided by the manufacturer if purchased from new. If a manufacturer's warranty is required for non – furniture items, this can be confirmed & requested from the buyer prior to any order being placed.

Shipping and Delivery

Different delivery charges apply depending on your postcode. The actual delivery charge will be confirmed prior to any order confirmation.

Most furniture items (mainly tables, desking, office chairs) will be delivered flat packed for simple self-assembly by the end user, you are paying shipment for kerbside delivery only, unless agreed otherwise in writing.

The supplier may use third party delivery companies as well as the manufacturers delivery services. Every effort will be made to ensure all items purchased through the supplier will be delivered on time as agreed however, the supplier cannot be held responsible for any delivery which falls out of the pre-arranged schedule.

Health and Safety

To comply with regulations the supplier's delivery drivers cannot remove, re-position or dispose of other items of furniture for the buyer. They can only deliver through main entrances and doorways and NOT through windows or rooftops. They also cannot remove their shoes.

If you want to protect your floors during delivery, the onus is on the buyer to supply floor covering (both for carpets and wooden flooring). The supplier cannot be held responsible for damage to floors or carpets if they are insufficiently protected. Please be advised all delivery personnel are required to wear shoes at all times for health and safety reasons.

Ordering

All orders placed with the supplier will be subject to acceptance in accordance with these Terms and Conditions.

All orders are subject to availability.

The supplier reserves the right to accept, limit or refuse an order or delivery to any individual or company for any reason.

The supplier reserves the right to make changes to our products or discontinue items at any time without notice.

Product Description

Please bear in mind that computer browsers may present colours slightly differently and colours will appear differently according to your screen. Images displayed on a PC screen or in print format are a representation only and we recommend checking real life samples prior to ordering if you are unsure. All samples, drawings, descriptive matter, specifications and advertising issued by the Supplier and any descriptions or illustrations contained in the supplier's quotes, catalogues, brochures & websites are issued or published for the sole purpose of giving an approximate idea of the goods described in them. They shall not form part of the contract and this is not a sale by sample.

Payment, Pricing and Flexi-pay

All the supplier's prices are exclusive of VAT. The price for the goods (including any applicable delivery charges) & VAT is always listed on the buyer's order confirmation.

New buyers, the supplier will generally ask for a deposit of between 25%-50% of the contract value especially on orders where items are not in stock and they are made to order, unless otherwise agreed by the supplier & put in writing.

Final payment is generally due prior to delivery unless otherwise agreed by the supplier & put in writing. The supplier does offer a limited credit facility to some established long-term buyers which range from 7-30 days. Any outstanding payments due after the agreed terms have expired will incur credit fees & further interest charges at the full expense of the buyer. Flexi-payments via credit/debit card can be arranged subject to status and at the discretion of the supplier. Finance options are also available strictly through a third-party finance company with access to hundreds of lenders and various rates. For more information about this please enquire and we can point you towards the correct link for your requirements.

If the buyer is unable to take delivery as per the pre-arranged schedule or fails to arrange delivery with any relevant third parties, then extra delivery charges and/or storage fees may apply.

It is the buyer's responsibility to inform the supplier of any changes to any contact details, delivery addresses or special instructions.

Your Order

If the buyers order has not arrived within the expected delivery time, or any part of the order is wrong or damaged call the supplier on 01253 609525 during normal working hours 8am – 5pm Mon-Fri, or email: info@fandscontractfurniture.co.uk

All items must be signed for by or on behalf of the buyer at the point of delivery. In signing the delivery note, the buyer is acknowledging that the item(s) delivered are in good condition and in no way faulty or damaged.

If the buyer reports damage to an item once the delivery drivers have left, it is at the supplier's discretion as to whether to charge the buyer for any repairs or replacements.

Any damaged items must be photographed and forwarded along with a description of the damage within 48 hours of delivery to the supplier at info@fandscontractsupplies.co.uk

Circumstances can arise which are beyond the supplier's control which may delay or cancel the buyer's delivery. In this instance the supplier will not be liable for any consequential losses the buyer experiences, but the supplier will organise a redelivery at a time convenient to the buyer.

If the supplier or manufacturer accidentally damages goods during the course of delivery, then the suppliers or manufacturers liability for that damage is limited to the repair, refund or replacement of the goods or the value thereof.

Time of delivery is not the essence of the contract. The supplier will not be liable for any consequential loss through any reasonable delay or delay due to unforeseen circumstances outside of the reasonable control.

Ownership of the Goods shall not pass to the Buyer until the Supplier has received in full (in cash or cleared funds) all sums due to it in respect of: (a) the Goods; and (b) all other sums which are or become due to the Supplier from the Buyer.

Returns and Replacements

*Any 'Made to Order' or bespoke item will be subject to a 100% cancellation charge.

The supplier will accept any return if product is found to be damaged on delivery, any item that is found to be damaged on delivery will be replaced at no extra cost to the buyer.

If you would like to download a copy of our terms and conditions please click on pdf link. If you require a hard copy posting contact us with your details.