

How to Order

There are four ways in which you can order your furniture from Chesterfield Couture; on-line, by phone, completing the order form (post or fax) or in person at our showroom.

If you have a query relating to any aspect of ordering or you require a sample then please contact us by phone or email and be assured of a prompt response.

Please ensure that we are aware of any possible delivery problems such as access, stairs etc at the time of ordering.

A 30% deposit is required and, as will be the balance, is payable by cheque, bankers draft, Visa, MasterCard or Debit Card. Showroom visitors would have the option of paying by cash. American Express credit cards will be subject to a surcharge of 2%.

Following receipt of your order you will receive an acknowledgement which we ask you check for any possible discrepancies.

Delivery

Your hand-made furniture will take approximately 6 to 8 weeks to manufacture. If a quicker service is required please contact us to discuss the possibilities.

When the order is ready you will be contacted and advised of the delivery date. This will normally take 7 to 10 days . Please note that if there is no-one to take delivery at the arranged time a charge will be made for re-delivery.

The subsidised delivery charge is for mainland UK. For destinations outside of this please contact us for a delivery charge.

You may collect your order from our workshop but be advised that we cannot be held responsible for any damage occurred during transit.

Upon delivery you are asked to ensure that all is well with your furniture before signing the driver's note to this effect. If there is any problem we ask that you phone the factory-showroom or, if outside normal hours, detail the complaint on the driver's note. If you feel that it is not a problem that could be rectified in situ then we ask that you return the particular piece which will be returned free of any charge, at the earliest opportunity.

If, however, you are not pleased with your furniture and want to return your order, or any part of it, for any reason whatsoever, you may return it on the delivery vehicle and you will receive a full re-imbusement.

Returns

You will have 21 days to live with your furniture and if, within that time, you decide that, for any reason, you want to return it you will have the right to refuse. In which case we will arrange to have it collected at the earliest available date.

On return to our workshop the furniture will be inspected and, assuming no damage, a full refund will be made less a transport cost of £30 per seat.

We are not able to accept return of any special items under the 21 day policy.

Guarantee

Your furniture will have a 10 year cover on hardwood frames and twenty-four months on defects in the cover.

Full terms and conditions available at www.chesterfieldcouture.com

