



TERMS AND CONDITIONS

OUTDOOR - WOODEN- FURNITURE (Outdoor Wooden
Garden Furniture Ltd)

UNIT 1 BLACK SWAN BUSINESS PARK,
BLACK SWAN ROAD,
DAWLISH,
DEVON
EX7 0FQ

01626 864609

VAT number 274 067 984

Company number (England & Wales)

USING THE WEBSITE

Making a purchase is easy through our website. Just browse our store, and add any items that you wish to buy into the shopping basket. After you have finished your selection, click on 'Checkout' and you will be asked for a few details that we need to be able to complete the order. Vat is included at the current rate of 20%. We accept credit/debit cards online only.

Select pay by Credit Card and you will be taken to our secure payment page, where you can enter your payment details. Email confirmations will follow immediately upon completion.

We also accept payments through paypal, just shop as normal and when reaching the Payments page you can select Paypal there.

ACCURACY, COMPLETENESS AND TIMELINESS OF INFORMATION

We are not responsible if information made available on this site is not accurate, complete or current. The material on this site is provided for general information only and should not be relied upon or used as the sole basis for making decisions without consulting primary, more accurate, more complete or more timely sources of information. Any reliance on the material on this site is at your own risk. This site may contain certain historical information. Historical information, necessarily, is not current and is provided for your reference only. We reserve the right to modify the contents of this site at any time, but we have no obligation to update any information on our site. You agree that it is your responsibility to monitor changes to our site.

Occasionally there may be information on our site or in the Service that contains typographical errors, inaccuracies or omissions that may relate to product descriptions, pricing, promotions, offers, product shipping charges, transit times and availability. We reserve the right to correct any errors, inaccuracies or omissions, and to change or update information or cancel orders if any information in the Service or on any related website is inaccurate at any time without prior notice (including after you have submitted your order).

RETURNS

Items damaged in transit- If you take delivery of any of our products from us and they are damaged in transit,(you need to sign for as damaged if you are not able to check fully), we will exchange the damaged items without any cost to yourself providing you contact us within 24 hours of receiving the items. Photos will need to be emailed.If you are exercising your right to change your mind (this will not apply to personalised products).In all other circumstances you must pay the costs of return and must be wrapped in original packaging.

If you are not at home when the product is delivered-

If no one is available at your address to take delivery and you have asked for it to be left in a safe place it then becomes your responsibility. our delivery partner will contact you on the telephone number you have provided to us to rearrange delivery. Please note that our delivery partner may apply additional charges for storage and/or redelivery.If you do not re-arrange delivery. If you do not take delivery of the products from our delivery partner and the products are returned to us, we will try to contact you to re-arrange delivery or collection. If we incur any costs from delivery, collection or storage in these circumstances, we will be entitled to be reimbursed by you for such costs, and we may withhold the products until we receive such payment. If, despite our reasonable efforts, we are unable to contact you or re-arrange delivery or collection we may end the contract.You must compensate us if you break the contract. If we end the contract we will refund any money you have paid in advance for products we have not provided but we may deduct or charge you reasonable compensation for the net costs we will incur as a result of your breaking the contract.We will pass on instructions to the courier but cannot be held responsible if this is not carried out.

INCORRECT ITEMS -If we have sent out a incorrect item. Please notify us within 24 hours of delivery, We will arrange for the correct item to be sent as soon as possible and a collection for the wrong item, Any damage caused by yourself will result in a charge for repairing or the cost to cover the item in question.

DELIVERY NOTES

We will use address details that you have registered with pay pal or otherwise stated. If these are not correct please supply us with the correct ones prior to dispatch. We do work on a 15 working day time span, sometimes through the year we do have especially busy times and will notify you if there is going to be a increased delivery time. We do not deliver on weekends and we give a expected delivery date this is to give you an idea on time frame not the date you will receive your order.

MATERIALS AND FINISHES

Due to the nature of wood, splits may occur which is a natural occurrence when wood expands and contracts. This will not affect the stability of most furniture. The Pressure Treated preservative is designed to protect the timber against rot and insect attack to give the softwood an extended and low maintenance service life. The treatment is not intended to perform as a waterproofing agent and so water may permeate through the product.

CONTACT US DETAILS

If you need to reach us, please email us info@outdoor-wooden-furniture.co.uk we normally respond within 24 hours (excl. bank holidays/ weekends). Alternatively, you can call on 01626 864609

Exclusion of Liability

We do not accept liability for any loss or damage you suffer as a result of using this website.