

**DESIGN by DAVIES**  
**TERMS AND CONDITIONS (27.1.21)**

**PRODUCT DISCRIPTIONS**

We aim to describe products as accurately as possible and we use our expertise and knowledge to convey as much information as possible to our customers and state what we believe is accurate. If by mistake we inaccurately describe an item then we will do our best to rectify the situation and we encourage you to study all images carefully and ask us questions before any purchase is made, to conclude yourself what the item is, its age and condition.

All items are sold as seen either or online on in the studio so please study all images and ask questions if you are unsure of anything.

**PRICING**

In very unusual circumstances the price for an item or shipping may have been listed or advertised incorrectly due to an obvious human error and we reserve the right to withhold the item and notify the customer as soon as we are aware and quote the correct figure.

**DIMENSIONS**

All dimensions have been taken using a standard UK tape measure to the best of our ability and are as accurate as possible but must be taken as approximate. If you are very concerned with the dimensions, then please contact us prior to your purchase so that we can re measure - for instance if you have very limited space.

Items are measured from the widest points.

Drawers and cupboards are measured using internal dimensions.

Leg heights in case of wanting to store something underneath on the floor for instance.

**VINTAGE ITEMS**

Most of our items for sale are vintage, therefore they have been previously owned, used and loved so will show signs of age-related wear.

**IMAGES**

You may not use, sell, print or share any image from our website without written consent from Design by Davies and they remain our property. If you are granted use of our images, then a credit or tag and copyright line must be included. All our images and online content are protected by copyright.

**COLLECTION**

Please collect items within 7 days of purchase or deposit paid. We regret that we cannot store items that have been purchased (or deposit paid) for more than two weeks free of charge and any extra time may be subject to storage charges of 5% of the total value per day. If you cannot collect within this time, please contact us. If collection is not made within this time frame, then we reserve the right to re list and sell the item.

Collection is from The Peanut Factory, 56 Dace Road, London, E3 2NG.

When visiting us to view or collect an item, all damages or breakages caused by any person entering is liable for costs. All children or pets must be supervised at all times.

### **SHIPPING/ DELIVERY**

The price quoted for delivery is for mainland Britain, however we may not be able to deliver to remote destinations for the same price.

We can also deliver to some local areas at a reduced cost so please enquire before placing an order for confirmation of cost of delivery.

All deliveries are for ground floor kerbside delivery. If you require additional help, then contact us prior to placing an order for two-man delivery. Please mention difficulties such as stairs, lifts, long paths, parking restrictions etc.

We aim to despatch the items within a week if possible.

We sometimes use recycled packaging to help the environment and also reduce shipping costs for our customers. Please be assured that items will be well packaged.

You are welcome to arrange your own shipping and we will work with you to organise.

Alternatively, you can collect in person from our studio.

Due to the nature of bespoke manufacturing orders, turnaround times cannot be guaranteed, however we endeavour to keep you informed and up to date with expected delivery dates.

### **SHIPPING ABRORD**

We can ship internationally but shipping tends to be quite high due to size and weight.

Smaller lighter items that fold or collapse can be shipped at a much lower cost. If you would like to request the package dimensions and weight to obtain your own shipping quote, then we will be happy to supply any information you need regarding this and we will work with you to organise.

When an item ships internationally, it may be subject to import taxes, customs duties, and or extra fees imposed such as handling fees by the country of destination. Normally, any charges are due when the package arrives in the destination country.

The buyer is responsible for paying any additional costs such as, taxes, duty and customs clearance fees. These charges can vary widely and are often calculated on price, item category, total weight, dimensions, and country of origin.

Unfortunately, no one can predict which of these fees, could be applied (if any) so it is not possible to calculate beforehand.

Design by Davies is not responsible for any of these fees which maybe incurred.

## **REFUNDS AND RETURNS**

If you would like to return your purchase for any reason for a full refund, you need to do so within 14 days after receipt of the item and then arrange to have the goods returned to us at your own expense in the condition they were received. You are responsible for any damages when returning and the original packaging must be used plus any additional packaging if required.

Please pack and return your item in its original unused condition and enclose a note with your name and order number inside the box that you are returning. Any items returned without a returns form or order number may not be refunded.

A full refund will then be issued, minus original delivery costs and any fees such as PayPal or credit card fees. We advise you to study the images in the listing carefully, zoom in and out. If necessary, please request additional images and ask questions before purchasing.

The buyer is responsible for all shipping fees and we are not responsible for lost, damaged or stolen items you ship back to us.

In the case of bespoke items returns cannot be accepted due to the personalisation of the product.

We want you to be happy with your purchase however if you are dissatisfied then please get in touch and we will do our best to resolve the situation.

## **DAMAGED ITEMS**

Please check your item on delivery and email us within 24 hours to report damage with detailed images of the product and any damaged packaging to [designbydavies@me.com](mailto:designbydavies@me.com)

## **HOLDING OF ITEMS**

We cannot hold items unless a payment or deposit has been made. Even if you have been sent an invoice this does not guarantee your item/s are available until a payment has been made, therefore it is best to make payment as soon as possible to reserve your item.

## **DEPOSITS**

We accept non-refundable deposits (usually 20% of the total value) to hold items for up to 7 days. If full payment is not made within 7 days and collection arranged, then we reserve the right to re list the item or items and retain the non-refundable deposit.

Full payment must be made within 7 days from receipt of deposit and collection of items 7 days thereafter.

## **PAYMENT**

We accept payment through PayPal, bank transfers, card payment or cash on collection.

All goods purchased from us have to be paid for or a deposit taken in order to secure the item and remove it from sale.

When purchasing items through our website please complete the payment within 24 hours or the item may be re listed.