

# Terms & Conditions

Please read through these terms and conditions before placing your order. They do not affect your statutory rights. Placing an order with Lloyd Loom constitutes your agreement to be bound by these terms and conditions. Lloyd Loom reserves the right to change these terms and conditions from time to time without notice to you and any changes will take immediate effect on the day they are posted.

You will be requested to read and accept these terms and conditions every time you place an order. For this reason, we encourage you to review them whenever you use this website to ensure that you are familiar with the latest terms and conditions. Before placing your order, if you have any questions relating to these terms and conditions, please call us on 01452 582350 for further assistance.

## Company Details

This website is owned and operated by: DJS Lloydloom Ltd.

Office: Cambria, The Reddings, Cheltenham Glos. GL 51 6RL.

If you need to contact us, please email us at: [lloydloomuk@gmail.co.uk](mailto:lloydloomuk@gmail.co.uk)

Or call team on: 01452 582 350

## Privacy Policy:

We do not store credit card details, nor do we share financial details with any third parties.

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### **1. How to place an order**

You can place an order via our website [www.lloyd-loom.co.uk](http://www.lloyd-loom.co.uk) following the prompts given or by calling us on 01452 582350

Once you have placed an order you will be contacted via e-mail as soon as possible with details of your order and further information.

Lloyd Loom will store your data securely and it will not be passed to any third parties.

The successful placement of your order is deemed your acceptance of these terms & conditions. Completion of the contract between you and us will take place upon the dispatch of your products ordered, unless we have notified you we do not accept your order or you have cancelled in accordance with Cancellation and Returns at Section 4 of these Terms &

Conditions. In the unlikely event that we are unable to accept your order, we will notify you as soon as possible. Non acceptance of an order may be as a result of one of the following:

- The product you ordered being unavailable from stock.
- A product pricing or description error

Our inability to obtain authorisation for your payment. We reserve the right to modify or withdraw temporarily or permanently this website or any part thereof with or without notice to you.

## **2. Payment**

Payment for your order is made at the point of placing the order. We accept most types of credit and debit cards. Alternatively, you can pay by cheque, which should be made payable to DJS Lloydloom Ltd and posted to our Head Office address.

Goods will not be despatched until a cheque payment has cleared in our bank.

We will advise you if your payment details cannot be authorised for any reason or if your cheque has failed to clear. We will then arrange for payment to be made by another method.

All prices and charges on our website are quoted in Pounds Sterling, but may exclude any additional area delivery costs. These are calculated as part of the checkout process, based on the delivery location and the size or weight of your goods. If we discover an error in the price of goods you have ordered we will inform you as soon as possible and give you an option of reconfirming your order at the correct price, or cancelling the order. For your security and protection should we need to refund you for any reason refunds will be given by the same method which the payment was made by.

## **3. Delivery**

We will deliver your goods to the address you provide us at the time you place your order. We can only deliver within the UK mainland. If you live further afield, we may be able to deliver to a port or shipment company. Please be aware that delivery charges or surcharges may apply. For more information call our sales team for further details 01452 582350.

Due to our commitment to the environment, we prefer to wait until all your items are in stock before we arrange delivery so that we can deliver them all at once. However, if you have an urgent need for one of the items on your order, we may be able to arrange for your in-stock items to be delivered separately. Subsequently, your out-of-stock items will be delivered at a later date. Please note that if you choose to split your order like this, you will incur an additional delivery charge.

Before placing your order, please check that the items of furniture will fit through any passages, stairwells, landings and doorways on the way to the

destination room. We endeavour to give as much information as possible in respect to weight and size of our products, however, please contact our sales team on 01452 582350 if you are unsure.

Please be advised that whilst every care will be taken by the delivery drivers, we cannot be held responsible for any damages that occur to your property or possessions whilst the delivery is in progress. Please therefore take care to cover any carpets or furniture and remove pictures and valuables from the delivery area.

Once you have signed for your goods, you will become the owner of the goods and therefore be liable for their subsequent loss or destruction. However, if you wish for your goods to be returned after you have signed for them, please see section 4 of our terms and conditions below. Please check all items thoroughly before signing the delivery disclaimer which will be handed to you on delivery.

Free returns can not be processed if goods are found to be damaged upon later inspection and failure to identify any faults with your order may result in a collection fee being taken off your refund – so please check thoroughly. Signing “not checked” or “signed as unseen” is not acceptable.

Whilst we make every effort to adhere to delivery times, Lloyd Loom are occasionally subject to delays from our suppliers, which may affect your delivery times. Unfortunately, Lloyd Loom cannot be held liable for any delay in delivery beyond our control.

For all deliveries, it is essential that someone is available to receive delivery. Unfortunately, we will not be able to deliver your goods if there is no one at home to sign for them. If you miss your delivery, you will be charged for the costs incurred. Re-delivery charges are £30 for Standard Delivery, £60 for Heavy Item

Delivery and surcharges can apply depending on your location. Please note that all our delivery services offer an all-day service and we are not able to advise of specific delivery times. Please see our delivery page for more information.

To keep your items in the best possible condition, they are carefully packaged to avoid damage during transit. When you receive your goods, please remember to keep the packaging until you're 100% satisfied with your order. In the unlikely event that you need to return the item we can only accept it in suitable packaging. This is really important, as each piece of furniture needs the same amount of protection returning to our warehouse as it does on its way to our customers.

Whilst we will endeavour to adhere to delivery time slots, please bear in mind this may be subject to change due to circumstances outside the drivers control such as extreme weather conditions or excessive traffic. If the goods are lost or damaged in transit, please let us know promptly by contacting us on 01452 582350. So we have all relevant information,

please follow your call up with written confirmation via email to [lloydloomuk@gmail.co.uk](mailto:lloydloomuk@gmail.co.uk)

#### **4. Faulty Goods**

While we do our utmost to ensure your goods arrive in perfect condition, if you should find any problem with your order, our team will be happy to resolve this for you. Please call us on 01452 582350 and one of our customer services team will happily take you through the returns process. You have 30 days from date of delivery in which to report any missing or damaged items and we ask you to follow up your initial contact in writing by way of an email to [lloydloomuk@gmail.co.uk](mailto:lloydloomuk@gmail.co.uk)

Please do not attempt to fix any problems yourself without speaking to us first.

Unfortunately, we are unable to accept goods back if any changes have been made, as this will invalidate the manufacturer's warranty.

We endeavour to display as accurately as possible the colours of our products on our website, however, as different computers display colour tones differently, we cannot guarantee the complete accuracy of the pictures or photographs that are shown. If you are concerned about an item's finish, please call us on 01452 582350 and we may be able to send you a sample.

#### **4. Returns**

We know that life can be busy and waiting in for a delivery can get in the way. That's why we will get in touch beforehand to arrange and if possible, a time that works for you. If your pieces are on the smaller side, we'll deliver then via Royal Mail.

For the Highlands and Islands, its £25 for parcel delivery and £60 for furniture, regardless of your order value. Should you be ordering from outside mainland UK (Not including Northern Ireland), all items will be sent through our carefully selected international delivery partners.

Please make sure your new piece will fit through doorways and tight turns, up staircases, and underneath ceilings, and if windows, door frames or banisters need to be removed to get it in, that you do this before we arrive.

While we'll always do our best to make sure your order is delivered on the day we say it will be, very rarely unforeseen delays can happen. It goes without saying that we'll reschedule as soon as possible. Also, it can occasionally take us a bit longer to deliver to remote locations. Deliveries can come from different locations and arrive separately, but you won't be charged extra for this.

While we hope that you'll be thrilled with your new furniture, if you're not that's fine too.

We have no-quibbles returns policy, and we'll happily take back most pieces within 28 days of when we delivered it, as long as its in its **original packaging** (unless we took this away from you or in a plastic bag) and without any signs of use. The only exceptions are bespoke furniture, which we're not able to take back or refund unless they're faulty.

Other than that, there are a few things to know:

-For courier delivered items bought online, parcel return collection is £20 for small items. Then £45 for big items subject to address and your purchase.

-You can only return cushions if its still sealed in plastic wrapping.

Of course, whether your piece is bespoke or not, if there are any faults, knocks or bumps that we've caused, we'll take it back and refund you in full, repair it, or sort out a replacement. We take our delivery service seriously and we design out packaging to make sure that what's inside is wrapped up safe and tight. But in the (very) unlikely event that you spot something not quite right, just let us know as soon as you spot the problem along with some photos if you can, and we'll get this sorted.

To arrange a return just call us on 01452 582350, email [enquiries@lloydloom.co.uk](mailto:enquiries@lloydloom.co.uk) if you're returning an item.

Rest assured that your statutory rights are unaffected.

These terms were last changed on 7 March 2024.