



The **Benjamin** Foundation

## Our Store Procedures

### **Changed your mind or the item of furniture doesn't fit?**

If you have changed your mind about an item you have purchased or if the item doesn't fit, please be aware we do not offer refunds.

We do offer credit notes for items which have been returned within 14 days in their original condition. The credit note can be used on any items for sale in our furniture stores at Norwich, Dereham and Holt.

It is the customer's responsibility to measure the items to make sure they will fit. Delivery charges will not be refunded to your credit note.

### **Collecting your items from the store**

All items must be collected within 14 days or delivery must be arranged within this time. Any items not collected/delivered after this time will be returned to sale and you will be issued with a credit note.

### **White goods**

All our second hand white goods come with a 3 month warranty. If an appliance fails within this time we can only offer a replacement or refund once the item has been inspected and re-tested.

Providing a delivery charge was paid we can collect the item. If the appliance was collected from the store it is your responsibility to return the item.

### **Construction of furniture**

Any items that need to be dismantled for delivery will be delivered flat packed and will not be reassembled.

### **Delivery**

If there is nobody at the property on the day of delivery we will attempt to ring the telephone number provided. If there is no answer the delivery will have to be rearranged at the next possible delivery date and a redelivery charge will apply.