

ZOFFANY

Safety

All furniture complies with Fire & Safety Regulations 1988. All upholstery delivered to customers must pass with both: (a) Regulation 5, Schedule 4 (Cigarette Test) and (b) Regulation 8 (permanent covers) Regulation 9 (loose covers) (Match Test) of The Furniture and Furnishings (Fire) (Safety) Regulations 1988.

Each model will be upholstered using a Schedule 3 Interliner. This will make all of the furniture suitable for domestic use.

All Combustion Modified High Resilience (CMHR) foam and non foam fillings used with Zoffany upholstery is in accordance with The Furniture and Furnishings (Fire) (Safety) Regulations 1988: Regulation 6, Schedule 1, Part 1 and Schedule 2, Part 1. All base cloths and valance linings are 100% cotton (Fire Retardant).

Payment

- The furniture is made to order to the customer's requirement therefore we ask that a non-refundable deposit is paid at the time of order.
- The remaining balance owed will be taken from the customer's account 1 week prior to delivery of the furniture.

Cancellations and Amendments

- Please inform us of any changes to your order within 7 days from placing the order.
- If orders are cancelled or amended after 7 days, we reserve the right to charge a cancellation fee where costs have been incurred.

Delivery

- We endeavour to arrange prompt delivery and meet specified times and dates.
- Once your order is received, we will ring or email you with a delivery lead time.
- Prior to delivery we will ring or email you to organise a delivery date.
- Once delivered, all risks, including damage, become the liability of the customer.

- It is the customer's responsibility to check that there is adequate access to the building, including door widths and stairways.
- If you postpone a delivery at short notice, we reserve the right to charge for storage where any extra costs have been incurred.
- Please note an additional delivery charge will be made on any unsuccessful deliveries.

Fabrics and Trimmings

- Courtesy armcaps are supplied free of charge for most models, providing there is sufficient leftover fabric to do so. These will be delivered with your furniture in a separate plastic bag. Armcaps are not suitable with pile fabrics such as velvets, so will not be supplied.
- Feature piping/cording is applied to arm facings and along the seat lip edge. When a valance is specified, feature piping/cording is applied to arm facings and around top of valance, instead of lip edge.
- On selected fabrics, the motif utilised for the centre of a sofa cushion may differ from the motif utilised on a chair cushion. Please indicate if you would prefer a particular motif to be centralised on each cushion. Please note that this may alter your fabric quantity requirements. Unless specified, our craftsmen will make a judgement based on their experience.
- Furniture with a loose cover is supplied over a Schedule 3 Interliner. Courtesy armcaps are not supplied with loose covers. Please note that additional time will be required for the manufacture of loose covers.

Fabric Protection

- A soil repellent finish can be applied which comes with a 5 year warranty. To produce the warranty we require the customers' full name and address at the time of order. The warranty is only valid if furniture is installed at a domestic address.

Cleaning Instructions

- A Furniture Care leaflet will be supplied with each piece.

Furniture Dimensions

- All sizes are approximate.
- The height of the model is based on the back cushion height and not the back of the frame.

- We reserve the right to withdraw any model or make changes to the specification, dimension or price without prior notice, in the interests of improved quality and design. Neither the manufacturer nor Amy Nicholas Direct Limited will accept liability.

General

- Prices and details on this website are valid until 31st January 2008. Every care has been taken to ensure that all description, measurements, colours and prices are correct at the time of publication.
- Please note that due to the limitations of the photographic processes, goods may not be exactly the same colour as shown on this website. As most items are handmade from natural materials, there will be slight variations from item to item.
- Please note that due to the limitations of the photographic processes, fabrics may not be exactly the same colour as shown on this website. Please make use of the sample request form and we will send you free of charge sample cuttings of the fabric you require.
- We do our very best to ensure that all the items you see on this website are as close to the photographs shown, but, since they are not mass-produced and the majority of them hand-finished, some slight variations in colour and size may occur from time to time. We hope that you understand this and appreciate as we do the skill and craftsmanship required to make them.

FURNITURE Terms and Conditions (within the Terms & Conditions page)

Basis of Sale

When you click on "Purchase" at the checkout, you offer to buy the Goods at the prices indicated including any delivery charges that apply to your purchase. All orders will be subject to these conditions.

If your order is accepted, you will be notified of this soon after you submit your order by clicking "Purchase". As the confirmation is sent to you automatically, an error may have been made of which we are not aware despite our best efforts. Because of this, we retain the right to cancel the order as set out under the "Cancellation" heading.

Delivery Of Order

Please allow 14 days for standard non customised orders and 4-6 weeks for customised heavy item deliveries before contacting us.

Unless we have stated otherwise in writing, delivery dates are not guaranteed, although we shall make every reasonable effort to deliver the goods by any quoted delivery date.

Guaranteed Delivery Dates

Guaranteed delivery dates will not apply if, when or before we accepted your order, we told you that we could not deliver on time and you decided to proceed or, we fail to deliver on time for reasons beyond our control.

Descriptions

Prices are valid until 31st January 2008! Every care has been taken to ensure that all descriptions, measurements, colours and prices are correct. Measurements given are approximate. While every effort is made to ensure the accuracy of colour reproduction, colour may vary in accordance the settings of your monitor, software, or printer. As most items are hand-made from natural materials there will be slight variations from item to item.

Important

Cancellation notice: under the Consumer Protection (Distance Selling) Regulations 2000 you have a statutory right to cancel your order and receive a full refund for any item or service, apart from items personalised for you. You may cancel your order by sending us a letter, fax or e-mail cancellation at any time up to and including the seventh day (excluding Saturdays, Sundays and public holidays) after the day on which you receive your purchase. If you exercise your statutory rights to cancel you must immediately return the unwanted items following the packaging instructions in the "Guarantee" section (below).

Errors

In the event a product sold by Amy Nicholas Directo Limited is listed at an incorrect price due to technical error or error in pricing information, Amy Nicholas shall have the right to refuse or cancel any orders placed for product or service listed at the incorrect price. Amy Nicholas shall have the right to refuse or cancel any such orders whether or not the order has been confirmed and your credit card charged. If your credit card has already been charged for the purchase and your order is cancelled, Amy Nicholas shall issue a credit to your credit card account in the amount of the incorrect price.

General

No order is binding on you or Amy Nicholas Direct Limited until we have accepted it. You will own the items we supply you from the moment they are put in the hands of the postal service, or with our carriers, or on payment in full of the price of the Goods and any delivery charge, whichever is later.

All prices are subject to change without notice.

Sales on this web site are governed by English law and you agree to submit any dispute to the exclusive jurisdiction of the English courts. All orders are subject to these terms and conditions, and no amendments will be accepted by us.