

INGLIS HALL

TERMS AND CONDITIONS

PRODUCT SALES

The following terms refer to sales of individual Inglis Hall products purchased through our web shop or as additional items as part of a project sale.

Please read these terms carefully and make sure you understand them before placing any orders. By ordering any of our products you agree to be bound by these terms. We may amend these terms from time to time.

PAYMENT

Our preferred payment method for web shop orders is via our online payment link. If your order requires quotation we will issue you with an invoice upon confirmation of your quote that will include all relevant bank information for a bank transfer payment.

PRICES

All product prices are available on our website and where applicable include VAT. We reserve the right to alter our prices at any time.

It may, on occasion, be necessary for us to increase or decrease our prices, including any alterations to the rate of VAT.

Prices shown on our website exclude delivery charges and import duties. Customers will be notified of and pay shipping costs at check-out. Inglis Hall cannot be liable for additional import duties on orders and shipments outside of the United Kingdom.

SHIPPING/DELIVERY

Inglis Hall use a one tracked service from DHL for our general shipping and trusted partners for our white glove service on large goods. For large and bespoke items that fall outside of standard courier delivery please contact us and we will supply you with a complete cost that includes shipping. Items will be dispatched when ready and should arrive within 1-3 business days. International orders may take longer.

It is the responsibility of the customer to check the access to their property and ensure that the item(s) purchased will fit through all doorways, stairwells and within the area of intended use. This is especially important for large items we sell such as tables and storage cabinets.

You are responsible for taking note of the sizes of items supplied on our website, and for supplying the correct measurements for bespoke items being ordered. We cannot accept the return of items that do not fit through doorways, or are incorrectly specified for the space.

Inglis Hall products are handmade to a very high quality, mostly to order, in our Sussex workshops or by our UK partners. This means that some items can take *up to 12 weeks* to produce and arrive with you. We always endeavour to deliver more quickly whenever we can, and some smaller items and products that are held in stock will arrive much faster.

Please note that the furniture is the customer's responsibility from the point that we attempt to deliver them, and that the customer must accept the goods when they are ready to be delivered. Where the customer does not

INGLIS HALL

comply with our attempts to deliver, we reserve the right to cancel the entire or part of the order and charge the customer costs to cover for storage, delivery, shipping and insurance of the goods.

Our carrier will likely attempt to redeliver your items on another day, or they may leave your order in a safe place. You can contact them using the details in your dispatch email to designate this safe place if you know you're not going to be home.

Inglis Hall & Co Limited. will retain full ownership of products until such time that the goods have been paid in full.

Any changes to bespoke orders, once in production, will be chargeable. Inglis Hall reserve the right to charge an appropriate fee subject to the impact of the changes requested.

Items can be collected from our Sussex workshop free of charge. Please get in contact with us to arrange a pick up time. Alternatively, a member of our team will contact you when your order is ready for collection.

Inglis Hall cannot accept responsibility for any damage that occurs to your property or possessions whilst the delivery is in process. It is your responsibility to cover any carpets or furniture and remove any valuables from the delivery area.

RETURNS

Change of mind:

Most products are eligible for return within 28 days of delivery. Please get in touch with office@inglishall.com within 14 days of receiving your order if you wish to return the items for whatever reason. Please include a copy of your original invoice in your package with a note stating the reason(s) for your return. The customer has a total of 28 days from the original delivery date in which to return the goods. After this period we cannot accept returns and conclude that you are satisfied with your purchase. At this point our product guarantee will apply (see guarantees section).

It is essential to keep all packaging until you are 100% satisfied with your purchase. If you wish to return your order we can only accept the product (s) if returned in their original packaging.

Any items returned to us in the condition in which they were sent will be refunded in full, excluding any delivery fees. We are unable to cover any return postage costs, or any loss or breakages that occur during the return process. We therefore recommend that returns are made using the original packaging with a tracked, insured and signed for service. You are responsible for arranging and covering the cost of returning the goods to us, and will remain responsible for all returned goods until they reach us and are accepted.

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund. If approved, then your refund will be processed, and a credit will automatically be applied to your original method of payment within 14 working days. For security reasons, refunds can only be given by the same method that the original payment was made.

We regret that international and bespoke or custom pieces cannot be returned, unless faulty.

Damaged goods:

We quality check our products before shipping and take great care to package our work in a way which prevents any damage in transit so your purchase should arrive in perfect condition. Upon delivery of your goods, it is your responsibility to inspect each item. Please inspect the packaging for any damage that has affected the

INGLIS HALL

product inside. Any goods damaged in transit should not be signed for and sent back with the courier. Please contact us within 48 hours with a photograph of the item and a member of the team will advise on the best solution. After this time Inglis Hall cannot be held responsible for goods that are no longer in our care.

GUARANTEES

While we work hard to portray items accurately on our website, variations may occur due to the calibration and settings of individual screens. Please also be aware that natural timbers will often vary in colour, tone and grain figure and some of our reactive finishes are applied by hand and therefore subject to variance. This gives every Inglis Hall product a unique identity. The images on our website should be used as an indication of the various timbers and finishes we use and items may appear slightly different on arrival.

We recommend you check the Care & Maintenance advice on the individual product specification sheets for your purchase as soon as you receive them. These are available for download on the individual product pages of our website.

Inglis Hall offers a guarantee to the original Purchaser that the products sold through the our web shop or via a direct purchase order, are free of defects in workmanship and materials and we will endeavour to either repair or replace the faulty product to a standard agreeable with the original purchaser.

Inglis Hall will provide a repair or replace option for the following product types:

Free standing Furniture items: 2 year guarantee against structural or material Failure.

Lighting: 2 year guarantee against structural defects (excludes electrical elements)

Please note that this guarantee does not apply to:

Failure to follow product care instructions as supplied by Inglis Hall.

Damage caused by a carrier other than Inglis Hall.

Normal wear and tear or acts or omissions of parties other than Inglis Hall (including user modification).

Customers Own Material or other third party materials applied to Products.

Products not installed following instructions or damaged by careless removal of packaging.

Dramatic temperature variations or exposure to unusual conditions.

Natural variations occurring in wood, fabric, and leather shall not be considered defects, and Inglis Hall does not guarantee the colourfastness or matching of the colours, grains, textures or surface hardness of such materials.