

SIMPSONS

LONDON

TERMS & CONDITIONS

PRODUCTS

Simpsons are Mirror Frame and Furniture manufacturers. We supply to the customer, the designs and sizes of Mirrors/ Furniture that are ordered either from our standard range or by agreement, a bespoke size or design. Sustainable materials are used whenever possible and environmental issues are a paramount concern.

BESPOKE

Deposit payments for bespoke items are non-refundable.

ORDERS AND CHANGES

All orders must be confirmed in writing by mail, email or fax. Changes may be made providing work has not been commenced or special materials ordered. In these circumstances, charges will be made for expenses incurred.

STANDARDS

All workmanship is carried out under strict control and we are confident that standards of manufacture meet with most commercial and domestic criteria. However, if a client has specific requirements, these must be made known at the time of quotation request.

LEAD TIME

Whilst some designs/sizes may be in stock, we mostly manufacture to order. Consequently, lead times quoted are generally 6-8 weeks although shorter lead time are usually achieved. At certain times of year however this can vary and if a specific delivery date is required, this must be advised at the time of order.

DELIVERY

We will contact you when the goods are ready to be delivered or collected. Whilst we will endeavour to accommodate specific delivery requirements, we cannot guarantee to meet all criteria.

INSTALLATION

When an installation service is offered, all reasonable care will be taken to avoid damage to decor and to ensure that cables and pipes are avoided. However, liability for damage will be limited to the value of the goods supplied.

DEFECTS OR DISCREPANCIES

Our goods are carefully checked before dispatch and packed to a high standard. Goods must be signed for upon delivery and defects must be reported within 48 hours of delivery. Simpsons can accept no liability for any claim against defects after 12 months have expired from the date of delivery.

VAT

Prices are quoted exclusive of VAT and the tax must be paid in addition to the quoted price at the rate applicable. Exports to the EC can only be zero rated providing a valid EC tax registration number is provided. Exports to the rest of the world will be tax free at present providing a certificate of export is obtained.

PAYMENT

A 50% deposit is required for all orders, with the remaining 50% payable prior to delivery. Special payment terms may be agreed with the partners in advance.

All items purchased from the SIMPSONS SHOWROOM and the SALE and AVAILABLE NOW section on the website are sold as seen and are unable to be returned / refunded.

Terms of Business as at 12 July 2016.