



## **Customer Service Agreement**

We want you to be pleased with the goods you receive but if you are not, please tell us as soon as possible.

Please remember that we are a Reuse Organisation and most of our goods are second hand. They should still be safe and fit for purpose but are likely to show signs of wear and tear associated with previous use. Usually this is obvious - you can see it. However, when we know of faults that cannot be seen we will specifically note them on the item or tell you.

It is very important to check purchases carefully because you will not be entitled to a refund for faults or damage that were obvious or pointed out to you before you bought the item. All our stock is displayed sparsely and we are here to help you. If you have any questions or want to get a better look at something please ask a member of our team.

### **Before You Buy**

- **Have a really good look at the item. Note any faults or marks and make sure you can live with them. You are not entitled to a refund if you simply change your mind.**
- **Measure it. Will it fit into your house? Is it right for the room? We have measuring tapes you can use and are pleased to help. You are not entitled to a refund if the item is too big or will not fit through the door.**

### **Delivery Arrangements**

- You will be offered a delivery date by our scheduling department once they have received your delivery details. Morning deliveries are anytime between 10.30am and 12.30pm. Afternoon deliveries are anytime between 1.30pm and 3.30pm. We cannot give precise times so you must be available throughout this period. Our van crews will try to call you on the number provided a few minutes before they arrive.
- If you are out when we call your goods will be returned to our warehouse and we will leave you a note. You must call us within 48 hours to make alternative arrangements. You may collect the goods from us within 7 days (no charge) or arrange and pay for a second delivery. If you fail to collect your goods or miss a second delivery we will return your goods to stock and you will not be entitled to a refund.
- We will deliver the goods and place them in the desired room (including upstairs) if the route is clear and it is safe to do so. We will not remove doorframes or take goods through windows. We will not leave goods outside unless you have given us written permission. We will not enter a house when only children are present; a responsible adult **must** be available to check and sign for deliveries.
- Please note that we do not install appliances. Re-assembly of furniture is subject to payment of a re-assembly charge. We will only take old furniture away if it is suitable for reuse and we have room on the van. If you have items to donate on delivery day please let us know in advance.

### **Returning Goods**

If you are unhappy with anything you've purchased tell us straight away and stop using it. Bring the item back with proof of purchase and show us what's gone wrong. If you notice damage or faults when we deliver goods please tell the driver and do not sign for them.

### **Refunds**

All goods should be 'fit for purpose' and 'as described' regardless of whether they are new, high street returns or second hand. However, we generally accept that used goods have existing wear and tear from their former owners and won't last as long as a new one. Our prices reflect these things. Before buying a used item you should inspect it carefully, check that any flaws are acceptable and the item will meet your needs.

Refunds are given in accordance with your Statutory Rights under the Sale of Goods Act. In addition to these rights we will give you a full refund if:-

- A used electrical item stops working within 3 months of purchase – as long as you have been using it properly, have not attempted to repair it and transported it appropriately.
- Used furniture develops a significant fault preventing its intended use within 30 days of purchase - as long as you have not attempted to repair it, transported it appropriately and the fault is not the result of wear and tear or misuse.
- We do not give refunds for any other reason. We will not give refunds for used clothing, textiles or bric-a-brac of any kind. At the Manager's discretion we may issue a credit note or allow an exchange (see Credit Notes below) but only in exceptional cases. Delivery charges are not refunded unless we have damaged your goods in transit.

### **Payment of Refunds**

If you are entitled to a refund and paid for the item by debit/credit card we will refund the card you paid with. If you paid in cash we will refund you in cash (refunds of £30 and under) or by cheque posted to your home within 7 days (anything over £30). You must bring us proof of purchase before we can process any refund.

### **Credit Notes**

Credit notes are issued **at our discretion** to customers who are not entitled to a refund. They will only be issued within 30 days of the original purchase date and if proof of purchase is shown. Items must be returned in the same condition they were purchased in and transported appropriately. Credit notes are valid for 3 months. We will deduct any outstanding charges from credit notes awarded as a contribution to our costs (see Charges below).

### **Charges**

We don't like to charge 'extras'. Please make sure you measure up, inspect goods carefully and be at home when we call. If you know there is going to be a problem please let us know. We can rearrange deliveries up to 24 hours in advance.

- Items returned because they are too large to fit in £20.
- Collection of item that the customer can't return themselves £20
- Failed delivery (customer out) goods returned to storage £20

### **Complaints**

We hope you will not experience any problems but we promise to resolve them quickly if you do. Speak to any member of staff. If you are still unhappy please ask for a copy of our complaints procedure or contact our Central Services Department Ph:0118 9512336 or [www.ccam.org.uk](http://www.ccam.org.uk).