

BEAU PERRY™

Terms and Conditions

This site is owned and operated by Beau Perry Ltd, www.beauperry.co.uk.

Please read carefully the following terms & conditions as they set out the basis upon which you can visit and use the www.beauperry.co.uk website and information you may need when placing commissioned orders. We reserve the right to change these terms and conditions from time to time without notice and so we advise you to read them each time that you use the site.

Orders

When you place an order with us, it will be deemed that you have read, understood and agreed to these Terms & Conditions. If you are unhappy with any part of these terms and conditions, you should contact one of our customer service team before placing an order with us, at orders@beauperry.co.uk.

Once you have checked out and your order has been confirmed you will not be able to make any changes to your order so please make sure that everything is correct before clicking the confirm button.

Items that are 'out of stock' may still be ordered, payment will be taken when you place your order and will be dispatched as soon as they are back in stock. This procedure allows the item to be reserved for you until it is available. If you order multiple items, those that are available in stock will be sent out immediately and the rest of your order will follow. Unfortunately, due to issues beyond our control, items can occasionally be delayed from the supplier. If we foresee a significant delay we will contact you as soon as we have been notified.

When you place an order, we will require your name, e-mail address, credit / debit card number and card expiry date. (Your card details are secure. SecureTrading will conduct the card payment process and are a fully accredited Level 1 compliant provider. Please see details later in our terms and conditions). Without this information we will not be able to process your request or notify you of acceptance of your order. A contact telephone number is also required so that we may reach you if there is a problem with your order, or if your order requires a delivery quote.

We reserve the right to refuse an order. Non-acceptance of an order may, for example, result from one of the following:

- The product ordered is out of stock
- Our inability to authorise your payment
- The identification of an error within the product or pricing information
- Customers who fail to reach any order criteria set out in the Terms & Conditions
- If our delivery companies are temporarily unable to deliver due to exceptional conditions beyond our control, such as hazardous weather

If there are any problems with your order we shall contact you either by email or phone.

We reserve the right to reject any offer to purchase by you at any time.

Please ensure that you check all items on receipt, as faulty or damaged items must be reported within 1 working day of receiving the parcel.

Bespoke Items

Bespoke items (such as our Patchwork Collection or Olivia Brown Ceramics) will be commissioned specifically for you. You will receive information for which your piece will be made and a confirmation of your order. Please sign it and return it to us immediately so we can progress with your order. You may cancel your order at no cost ONLY before you sign your confirmation.

Olivia Brown Commissions

The goods on this order will be made for you and your specifications. Olivia Brown is a artist and therefore will represent your chosen commission as a creation of her own unique interpretation, and she can only interpret from the information you have provided. It is therefore important that you provide plenty of accurate photographs and written explanations, for example the subject's personality and attitude, so Olivia can achieve the best possible result.

It is important that you appreciate and understand that this order is a legally binding contract. We therefore have a cooling off period of 7 days is before the order is placed; cancellation after this period would not be possible as the order process is already underway. This does not affect your statutory rights.

Furniture orders

Before you place an order please check these most common problems:

- Can access to delivery location be easily gained?
- Are the doors wide enough?
- Are there any awkward stairs, lift or passageways?
- Will the furniture fit in the room?
- Which items from the range do you want to order?

Please note that if you are thinking of buying extra items, such as a footstool or matching units, at a later date there may be a slight colour shade variance. It is therefore best to order all the furniture you require at the same time.

Acknowledgment and acceptance of your order

The goods on this order will be made for you and your specifications. It is important that you appreciate and understand that this order is a legally binding contract. However a cooling off period of 7 days can be agreed before the order is placed; cancellation after this period would not be possible as the order process is already underway. This does not affect your statutory rights.

Processing your order and delivery dates

Occasionally, the manufacture of your furniture may be delayed through circumstances beyond our control. We will, of course, make every effort to keep you informed.

PLEASE NOTE

Once your furniture has been delivered to the store, we will ring to arrange your delivery. Please note we cannot store your order and delivery must be made as soon as possible. Please advise the sales staff if you cannot accept delivery on the estimated date i.e. if you are on holiday, and other arrangements can be made. If furniture is stored for more than 14 days without prior arrangement, Beau Perry reserves the right to charge storage costs of £5 per day.

Secure Trading

Beau Perry Ltd uses SecureTrading as a fully accredited Level 1 compliant provider, the highest level of compliance under the Payment Card Industry Data Security Standard (PCI DSS). For online transactions please be advised that we will make every effort and all reasonable care to keep the details of your order and payment secure, but we cannot be held liable for any loss you may suffer if third party procures lead to unauthorised access to any data you provide when accessing or ordering from the website.

Returns Policy

We guarantee to refund any item you are not completely happy with when you return it to us in saleable condition within 14 days of receipt. Refunds will be credited to your original method of payment for the item(s) only, excluding postage.

Returned products must meet the following criteria for refund:

- The item must be in resalable condition
- The item must be in the original packaging with all tags still in place.

In the unlikely event that a parcel arrives damaged or faulty we will immediately replace the goods once they have been returned, but you must notify us within 24hrs of receipt of the purchase. Please contact us at orders@beauperry.co.uk or phone our team on 01244 403311. We will pay return postage costs for an item that arrives broken or damaged, or is returned. All items should be returned to: Beau Perry, 27 Bridge St Row, Chester CH11NW.

When returning the item please mark your parcel with your order number. We strongly recommend you retain a certificate of posting for your own records, in the event of the product failing to reach us.

Unfortunately, because of health and safety issues, we cannot accept returned body care items (soaps/bath soaks, hand creams etc), unless damaged or faulty.

Delivery Information

We post all UK orders via Royal Mail First-Class Delivery, which aims to be delivered the next working day. However, the Royal Mail does not guarantee delivery times and Beau Perry is not liable for late delivery. We also offer Special Delivery, which is guaranteed the next working day before 1pm. Certain items, depending on their weight and destination may incur an additional charge. We will inform you if this is the case.

If you have not received your order, or you have any other delivery enquiries please contact orders@beauperry.co.uk or call 01244 403311.

Product Pricing & Descriptions

All prices published are in pounds sterling and are inclusive of European Union sales tax at the prevailing rate. Each product purchased is sold subject to its 'Product Description'. We undertake all reasonable care to ensure that all the details, prices and descriptions of website products are accurate at the time when the appropriate information was entered onto our system. Whilst we aim to keep the website as up-to-date and accurate as possible, there may be rare occasions when the information on the website (including product descriptions) at a certain time may not reflect the position exactly at the point an order is placed. Please note that we are unable to confirm the price of a product until your order is accepted in line with our order acceptance conditions.

Beau Perry reserves the right to amend or change products and/or packaging. Colour finishes and print may differ due to the limitations of printing and reproduction.

Beau Perry Ltd

27 Bridge Street Row East, Chester. CH1 1NW

orders@beauperry.co.uk

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