

## ESSENTIAL NEEDS

### Terms and Conditions of Sale

1. All items are bought as seen. The items we sell are preowned, and will have signs of wear and tear, and there may be some imperfections.
2. All gas and electrical items have been tested for safety and basic functioning and are guaranteed for 6 months.
3. You must arrange for a suitably qualified gas fitter or electrician and/or plumber (as appropriate) to install the item.
4. If you arrange your own transportation of a fridge or freezer, it must be transported in the upright position. Laying it flat may cause damage and this would compromise the guarantee, which you must acknowledge in writing at the time of purchase.
5. Fridges and freezers should be left to stand for 24 hours after delivery before switching on, and then run for 24 hours before food is put in.
6. A washing machine should first be run through one of its programmes with a little washing powder, but without fabrics, to clean the drum.
7. It is your responsibility to ensure the item will fit in the room, and that access is possible. If the item does not fit or access is impeded (such as an obstruction in the drive or furniture in the way) then either the item will be left in the first available space for you to move at your convenience, or we will return it to our warehouse. If we return it to our warehouse, the delivery charge will **not** be refunded.
8. We will **not** remove your old furniture or rearrange it in your home.
9. No refund will be made if you change your mind, on or after delivery.
10. If an item is marked for ground floor delivery only, we will not deliver to any other floor.
11. Any delivery charge must be paid in advance.
12. As we might need to contact you regarding delivery, you must advise us of any change in your contact details.
13. If within 7 working days of purchase you do not collect the item or arrange delivery, or if you decide not to buy the item, we will cancel the sale and refund the amount paid less a £7.50 administration charge.
14. If part of the price of an item is outstanding at the time of delivery, we will not complete the delivery until payment is made in full, in cash.
15. You must ensure that a responsible adult is available to accept and inspect the delivery at the agreed time, which will be either morning or afternoon on the delivery date. We cannot give a precise time for delivery.
16. If you wish to rearrange the delivery, be it the date or time or address, you must contact us no later than 12 noon the day before the agreed date. If delivery is cancelled after that, a further delivery charge will be payable.
17. If a delivery is aborted because no one was able to accept it, or because you did not pay the balance of the price which was due, then you must contact us to arrange a new delivery date. A further delivery charge will be payable.
18. If we do not hear from you within 7 working days of an aborted delivery we will cancel the sale and refund the amount paid (but not the delivery charge) less a £7.50 administration charge.
19. When collecting the item from us you must produce the receipt and pay any balance due, by cash or card.
20. Except as expressly stated above, we give no representations or warranties in respect of the item.
21. Our liability to you is excluded to the fullest extent allowed by law. In particular, we will not be liable for any indirect or consequential loss arising from the malfunctioning of any item.