

## **Product Information: Chairs Direct**

While almost all the chairs we supply are proudly manufactured in the UK and arrive fully assembled and ready to use, this particular chair is an exception. Due to high customer demand and the absence of a UK-manufactured option, we have sourced this imported chair, which comes flat-packed and requires some assembly.

We believe this approach allows us to offer high-quality chairs in an eco-friendly manner, minimising packaging waste and transportation impact. If you need assistance with the assembly, our team is more than happy to help via phone or email.

Please refer to the terms and conditions of our Chairs Direct range for more information. We are committed to delivering excellent furniture and outstanding customer service to all our customers.

## **Chair Direct Returns Policy for Dorset Office Furniture**

The cost prices include delivery to a standard UK postcode, so we can deliver to you or directly to your customers.

### **RETURNS**

Goods will only be accepted for return if notified within 14 days of purchase, provided they are unused, in a re-saleable condition, and in the original packaging.

- **Handling Charges for Delivered Goods:** If the product is being returned for reasons other than a manufacturing fault or supplier error, a handling charge of £35 or 15% of the invoice value (whichever is greater) will apply.
- **Re-Boxing Fees:** If re-boxing is necessary, there will be a charge of £8 per operator chair and £15 per executive chair

It is the responsibility of the buyer to obtain proof of dispatch or collection. All returned goods are inspected. Dorset Office Furniture reserves the right to charge for incomplete or damaged returns that cannot be resold. Additionally, we reserve the right to charge for refused deliveries, orders placed in error, or goods not wanted, prior to any credits being raised.

These warranties do not affect your statutory rights.