



Home Basics (Tweeddale) Ltd

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Terms and Conditions of Sale.

Home Basics is a registered Scottish Charity dealing in the re-use of used household items and furniture.

1. All goods are 'sold as seen'. All our items are donated second-user items and will show various signs of wear. It is the customer responsibility to fully inspect an item prior to purchase to ensure that it is suitable for their purpose. No refunds will be provided for goods returned due to their condition at the time of sale.
2. Electrical items are guaranteed to function for 3 months. If an electrical items fails, please return it to Home Basics with the original receipt for inspection. A full refund or replacement (if available) will be offered on faulty items after inspection. If no receipt is presented then refund or replacement will be at the discretion of Home Basics.
3. It is the customers responsibility to ensure that items of furniture can fit into their property and that our drivers have sufficient access to their property. Our drivers will make every reasonable effort to deliver an item to where the customer requests, but no refund will be provided if we are unable to deliver an item due to restricted access to the property. In these circumstances the customer can choose to keep the item at their address, or ask Home Basics to return it to the depot for resale.
4. All items should be taken away on the day of sale or a delivery arranged and paid for. Paid items will only be stored for a maximum of 7 days, after which the item will be placed back on sale and a refund provided on production of the original receipt.
5. If an item cannot be delivered due to the customer not being present on the agreed delivery date, an additional delivery charge must be paid to Home Basics in full before another delivery will be made.
6. Any refund will only be considered on the production of the original receipt, otherwise a credit on account will be offered.

November 2012