

TERMS & 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 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. It is the customer responsibility to ensure that items of furniture can fit into their property and that our drivers have sufficient access to the property. Customers must check the dimensions of internal and external access point including doors, corridors, stairs, lifts and corners. Our drivers will make every reasonable effort to deliver an item to where the customer requests. If we are unable to deliver an item due to restricted access, we will offer a refund. Delivery fees are not refundable and you will be charged a re-stocking fee (equivalent to the delivery charge) for returning the item/s to our store.

3. **Items purchased over the phone (unseen) may be eligible for a refund within 14 days.** Delivery fees are not refundable & you will be charged an additional fee for collection, if required.

4. **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** before another delivery is agreed.

6. **Electrical items are guaranteed for 3 months.** If an electrical item 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

7. Any refund will only be considered on the production of the original receipt, otherwise a credit on account will be offered. The type of refund (cash, card refund, or bank transfer) will be at the discretion of Home Basics.

HOME BASICS (TWEEDDALE) CO LTD

Walkerburn Unit 7, Tweedvale Mills East, Walkerburn EH43 6AB T 01896 870455 E. walkerburn@homebasics.org.uk

Hawick Croft Road, Hawick TD9 9RD T 01450 363974 E. hawick@homebasics.org.uk

www.homebasics.org.uk

