

# Valley Furniture Recycling Ltd

## t/a Toogoodtowaste

### *Terms and Conditions*

#### General

Every care has been taken in the preparation of the contents of this website, however, uninterrupted and totally reliable access to this website can not be guaranteed, so no guarantee can be given against errors. However Toogoodtowaste will do their best to ensure that the website is updated regularly and all information is up to date.

Toogoodtowaste reserve the right not to accept your order and no contract will be established between you and us for the sale of items until full payment as been received and accepted by us.

#### Description.

Whilst every effort has been made to ensure that the information relating to each item is accurate, no responsibility is accepted by Toogoodtowaste for any inaccuracies or omissions.

Please note that all photographs are shown in good faith and are representative only and colours are restricted by reprographic limitations.

#### Pricing Error

Although every effort will be made to ensure that the prices on the website are correct, errors can unfortunately occur. If an error is made on an item that you have ordered, you will be contacted by email to be informed of the correct price. You will be given the option of reconfirming your order at the correct price or cancelling. If efforts to contact you within 5 working days, are unsuccessful, your order will be cancelled. If your order is cancelled after you have made a payment, a full refund will be made.

#### Payment Methods

We accept payment by Debit card, Cash, Personal Cheque (sterling

only) and Postal Orders, but please note that payment made by personal cheque will take longer to process as time will have to be allowed for clearance of the cheque.

### Delivery

Delivery within the County Borough of Rhondda Cynon Taff - will normally undertaken within 7days at a cost of £12.00 per address or £9.00 per address on proof of means tested benefit.

Delivery outside the RCT area will on a negotiable basis. Please contact us for a quotation.

Collection of purchased item from ourselves are always welcome, however payment restrictions apply, please enquire for further details.

Small items to be mailed within the UK will be charged as indicated on the website.

Please allow up to 10 working days before initiating any delivery enquiries. If you wish us to deliver outside the UK please contact us. However we reserve the right to refuse orders for delivery outside the UK.

### Delivery Failure

We do not accept any responsibility for late or non-delivery of items arising from incorrect delivery information being provided and circumstances beyond our control. In order to deliver your purchase we may use independent couriers. If there is no one to accept the delivery of your item, a card will be left by the courier so that a time can be arranged directly with the courier. Ultimately, if the courier is unable to deliver your item and it is returned back to us, you will be charged for it's re-dispatch.

### Customs and Duty

All shipments outside the United Kingdom, which will be at our discretion, may be subject to import duties and taxes, which may be levied once a shipment reaches its country of destination. Additional charges for customs clearance or any taxes must be borne by you, we have no control over the charges and cannot predict what they may be.

### Return Policy

If for any reason you are not completely satisfied with your purchase from **Toogoodtowaste**, you may return it to us within 7 days of receipt of the item. The item should be returned well

packed and in its original purchased condition. Also, please note that return postage costs are your responsibility of cost. Further, we recommend that you use a registered insured mail service or courier to return the item, as we will not be liable for any items lost or damaged in transit. Once we have received and processed your returned item, we will credit your account with the cost of the item less the original cost of delivering or posting the item to you.

#### Return of damaged goods.

If your item reaches you damaged in transit, a replacement item, if available, will be sent, or a refund of the cost of the item and reasonable cost of returning the item to us will be made once we are in receipt of the damaged item. All notifications of damage must be made to **Toogoodtowaste** with 48 hours of accepted delivery.

#### How To Contact Us

Should you have other questions or concerns about these Terms and Conditions, please contact us by email: [phamer@toogoodtowaste.co.uk](mailto:phamer@toogoodtowaste.co.uk) .

Please note that your statutory rights are not affected by any terms set out before.