

Terms and Conditions

By placing an order with us you will be deemed to have read, understood and agreed to these Terms and Conditions, these do not affect your statutory rights. Should you require clarification on anything within our Terms and Conditions please contact us prior to placing an order on 0131 220 5455. We are very careful to ensure that all our prices are correct at the time of order. However, if on a rare occasion we discover an error in the price of goods you have ordered we will inform you as soon as possible and give you the option of reconfirming your order at the correct price, or cancelling it.

Cancellations and Refunds

All new furniture orders are subject to a 25% deposit of the total amount payable to secure the order. Should you wish to cancel your order we will offer a credit note for any monies paid. No refunds will be given. All prices are inclusive of VAT (where applicable) at the current rates.

Delivery

When an order contains more than one furniture item, all furniture items will be delivered at the same time as soon as all items are available. Our standard delivery charge covers a single delivery. Should a customer request a split delivery, delivery charges are applicable to each additional delivery requested.

An estimated delivery timescale is associated with each furniture product and we will make every effort to deliver your goods within this timescale. However delays can occasionally occur due to unforeseen factors out with our control. Sofa So Good shall be under no liability for any delay or failure to deliver the products within estimated timescales. It is the customer's responsibility to ensure adequate access at the point of delivery.

Our staff are happy to offer guidance as to the space required for delivery but shall not be held liable for items that do not fit due to inadequate access. If you are unsure about adequate space we suggest taking the following measurements to ensure everything fits.

- Measure the height and width of any hallways and door accesses, as well as the entry clearance.
- Check the dimensions of the furniture in order to ensure the items will fit.
- Clear plenty of space to allow for the delivery and any packaging materials.

Should any items be found undeliverable owing to restricted access the cost of returning any items is the responsibility of the customer. Items must be returned in their original packaging. Please note that with the exception of faulty merchandise,

Sofa So Good will not offer a full refund, credit notes for the total price of the furniture, excluding delivery will be offered. Please note that a credit note will only be offered after the goods have been returned, inspected by our returns team and deemed to be in a suitable condition. Our staff are happy to help sort the quickest and most efficient solution to any problems you have with your order. Please note that there will be no charge for any return if the delivered goods are faulty or if the items do not match your order correctly. In these instances replacement products will be delivered free of charge as soon as the items are available.