

**Oda Life Furniture**  
**Terms and Conditions**

**Order Comments**

Estimated Delivery Date: \_\_\_\_\_

Terms & Conditions Apply. This order cannot be cancelled or altered. Estimated delivery time is between **7 to 12 weeks** starting from the invoice date stated above. This estimated delivery time can be changed on circumstances. Once the goods arrive to the warehouse, we will call to give an appropriate delivery time **This Order Can Not Be Cancelled or Altered—Deposit Is Non-Refundable.**

I know my room needs to be emptied and ready for delivery beforehand, I know I need to clear any remaining balance to be given prior to delivery. I have been shown the colour chart and they match the colours I have ordered. I am certain I have checked the measurements of the items I am buying and I take full responsibility.

In case a delivery is missed, there is a charge of £45 + VAT applicable for the second appointment.

Customer Signature \_\_\_\_\_

**Terms and Conditions**

Thank You for Shopping with Us! Please read the instruction manual of your product(s) carefully and retain it.

**1. VAT**

All our quoted prices are inclusive of 20% VAT

**2. Payment**

An upfront deposit is required initially to place your order and to receive a formal invoice. The deposit is non - refundable. The remaining balance must be paid and cleared 48 hours prior to delivery. Unfortunately, foreign credit and debit cards are not accepted as a method of payment. We may offer you an interest free payment option of up to 48 months by party lenders subject to their requirements.

**3. Delivery**

Our Company does not charge for deliveries within the boundaries of the M25. Deliveries outside London may incur a charge. For details please ask a member of staff. If you believe your delivery address is outside the UK, Northern Ireland you must state this before placing an order. Upon receiving your goods into our warehouse we will promptly call you to arrange a suitable delivery date. You will be offered an initial delivery slot but if this not acceptable, we will offer more alternatives. Target delivery dates will be arranged within our normal delivery days, times and areas and you will be notified. The room must be cleared prior to the delivery day and there must be enough space for our team to assemble the goods comfortably. The goods must be inspected by you (the customer). You should notify us of any shortfalls and visible damages. We cannot accept and claim for damages once the satisfaction note has been signed by you.

**4. Sizes and Description of Product**

All sizes quoted are estimates. Size and product descriptions are given in good faith by our manufacturer information.

**5. Measurements**

It is a customer's responsibility to measure their homes before purchasing furniture if they are not requesting an interior designer.

**6. Limited Warranty**

All goods are supplied with at least 1 year manufacturer's warranty from date of delivery in respect of faulty workmanship or materials. The goods which are bought from display or stores (refers to the goods which are assembled before) has no warranty under any circumstances. Your statutory rights are unaffected. Additional charges will incur as call out charge and spare parts for any after sales requests after the warranty period expires. Please ask for pricing. Displayed items are sold as seen. It is customer's responsibility to inspect the product before purchasing. There is no warranty on display products. Warranty will not cover any defects already displayed during the purchase. However, we may order new parts and carry out the repair work, if the customer accepts to pay towards the cost, our Company is not obligated to deliver the spare part for the outside of M25 repairs. Rather than visiting outside of M25 repairs under this warranty terms our company may give the spare part to the 2nd class Royal Mail and ask the customer to do the laboring by their own. If new damages occur during delivery or installation, these will be fully covered under the warranty.

### **7. What is not covered under this limited warranty?**

This limited warranty does not apply to products that have been stored incorrectly, used inappropriately, abused, misused, altered, or cleaned with wrong cleaning methods or cleaning products. This limited warranty does not cover normal wear and tear, cuts, scratches, or damage caused by impacts or accidents. This limited warranty does not apply if products have been placed outdoors or in a humid environment, e.g. a bathroom. This limited warranty does not cover or incidental damages. Please also follow the recommended weight

### **8. Catalogue and Online sales**

Goods bought from our web site or our catalogues may show differences in color and material as images may cause optical illusions.

### **9. Cancelling Your Order**

All of Our goods are specially made for our customers therefore, once the customer gives the order, the order can't be cancelled without covering the cancellation fee. The customer can cancel the order any time before the delivery, by paying %50 of the invoice (order) amount. If the customer fails to pay the cancellation fee, or fails to pay the outstanding invoice amount before the delivery. Our company has right to refer your outstanding balance to a third party debt collection company and the customer will be liable for any further costs and interest.

**Date :** \_\_\_\_\_

**Name :** \_\_\_\_\_

*I have read and understood the Terms & Conditions and ACCEPT them.*

**Signature :** \_\_\_\_\_