



BRADYWILLIAMS
LONDON

TERMS & CONDITIONS

PAYMENT

All orders are made on a proforma basis and proforma invoices are valid for 21 days.

Payment in full is required before the order can be processed.

PRICES

All prices are quoted in sterling and include VAT.

When shipping outside of the EU costs are excluding VAT and we will provide you with a quote for shipping and customs.

DELIVERY

We offer a bespoke White Glove service which includes skilled delivery, unwrapping, packaging removal and products placed directly in a location of your choice. Please note, we will require someone to receive the goods as a signature is required upon delivery.

Lead times are provided from receipt of funds.

Where we are requested to leave the goods packaged, it will be the buyers responsibility to ensure the goods are fully checked within 48 hours. BradyWilliams cannot be held responsible for damage discovered after this time.

Please note that it is the responsibility of the customer to ensure sufficient access for the delivery of all furniture including external and internal doorways, passages, stairwells, corridors and landings.

CANCELLATION POLICY

All items are made to order and so cannot be cancelled from receipt of payment. However, we will make every effort to accommodate. Please contact our team on +44 (0)20 7580 0154.

RETURNS AND EXCHANGES

In the event of receiving a damaged item, please contact our team on +44 (0)20 7580 0154 and where liable, BradyWilliams will endeavour to repair, replace or refund the item and rectify the situation as quickly as possible. To allow us to provide an excellent service and to avoid ambiguous situations, we request that any damage is reported within 48 hours of receiving delivery. After this time, we cannot be held responsible for any product found to be damaged.

If receiving goods packaged, please retain the packaging if the item is damaged upon delivery.

Once goods have been delivered and signed for, BradyWilliams cannot be held responsible for any damage that may occur thereafter.

FORCE MAJEURE

BradyWilliams will not be liable for delays in production, completion or shipment due to reasons outside of our control (force majeure event). These include, although are not limited to, the following: civil war, riots, fire, flood, earthquake, hurricane, explosion, strikes, prolonged shortage of energy supplies, and acts of state or government action affecting materials, equipment or facilities required.

DISCLAIMER

All items are made to order using a range of hand selected natural materials where some variations may occur.

PRIVACY POLICY

We value our customers privacy and we are committed to protecting your information.

When purchasing our products, we will need you to provide certain information such as your name, billing/shipping address, telephone number, email address etc. We also maintain a record of your order.

All information provided to us, including sensitive information, is stored on secure servers and we take precautions to protect your information.