

Terms and Condition & Order Confirmation

Your "Customer Booking Form" confirms the details of your Home Assembly order, it is based upon the information you and / or IKEA have provided to us. It is **important that you carefully** read the documents together with the terms and conditions set out below and confirm to us that all details are correct. This action will align our expectations and minimise the risk of any differences that might result in extra charges being levied on the assembly day.

It is very important to confirm the **quantity & condition** of all items to be assembled and the assembly location (type of property, room, any specific requirements or special conditions i.e. parking restrictions, red routes, listed building status etc.) that may apply in the assembly location.

On entering your property, the assembler will carry out an assessment of the assembly room.

Terms & Conditions

The Assembly will take place at the location specified by you on the Flat Packs 4 All Ltd, "Customer Booking Form" subject to the following conditions:

1. The **Assembly Service charge** quoted plus any additional charges, agreed on the day will be paid in full at the completion of the job.

Note: Levelling units & fixing of units to walls is not included in the assembly pricing. Please see the section titled "Attaching the goods to the walls" below.

2. **It is the customer's responsibility to check that all flat packs requiring assembly are in good condition; free of any obvious damage, and that they are placed in the assembly room. The IKEA delivery company, should at your request place products in the room of your choice (subject to their conditions); otherwise please make your own arrangements to have the products placed in the assembly room.** If your flat packs are not available in the assembly room or nearby, we reserve the right to make an additional charge for the added time and work incurred.
3. Flat Packs 4 All LTD will not be responsible for missing or damaged items (so long as damage has not occurred during the assemble process). Arranging for replacement / missing parts is the customer's responsibility.
4. Where **complex system furniture** is being assembled (e.g. Pax wardrobes or Besta living room furniture), it is the customer's responsibility **to provide a detailed plan (including lighting) of the final unit layout**, showing the locations of shelves drawers and hinge locations (left or right opening) etc. Providing this in advance along with a copy of the IKEA receipt by email (info@flatpacks4all.com) will significantly help the assembling process.
5. **The customer is responsible for ensuring that access and sufficient space is available for assembly work to be completed safely.** Sufficient space means: there should be enough space to build the product frames on the floor whilst also being able to walk around the items. There must be enough space to store and move items around while the job is being completed as well as storage space for products, tools, and waste materials. The above also applies if Pax 236cm frames are being built in the upright position.
6. **If we consider that the room of your choice is unsuitable** and / or that assembly in that room is likely to cause damage to the goods or property, we will inform you of this and record this concern on the "Assembly Job Sheet". You may elect to continue with the assembly in spite of such concerns provided you agree to and sign the completed "Assembly Waiver Form" which means neither Flat Packs 4 ALL LTD or IKEA LTD shall have any liability whatsoever for any damage caused to the goods or to your property as a consequence of us attempting such assembly work on your instructions (provided we take reasonable care). Alternatively you may cancel the assembly contract.
7. The customer will be **liable for 50% of the charges if assembly cannot be completed** at the location specified due to the nature of the premises, insufficient access, damaged goods or any reason not attributable to Flat Packs 4 All LTD, which shall include customer absence. Where return visits are required fees will be charged to complete the job.

8. **Cancellation:** We understand that in certain circumstances, assembly services may have to be postponed or cancelled. If you need to change a booking date, please provide 48 hours' notice to us.

Attaching the goods to the walls

Attaching the goods to the walls or drilling into walls for this purpose is not part of the standard Home Assembly Service fee.

IKEA recommends within the assembly instructions to fix the furniture to the walls with the brackets enclosed within the product for safety (prevents tipping) and to ensure the product functions correctly, by remaining in its correct position when you start to load the product.

Note: Flat Packs 4 All LTD can only guarantee the correct door alignment if frames are levelled and secured.

There will be an additional charge for levelling and securing furniture to the walls. These charges will be included in your final quotation from Flat Packs 4 All LTD before booking an assembly date. If you choose not to secure your products to the wall, we will note this on the completion certificate and ask you to sign the Completion Certificate, agreeing that you did not want items secured to the walls.

Completion

Upon completion of the assembly, the "Assembly Job Sheet & Completion Certificate" must be signed by you or your representative to confirm that the assembly has taken place to your satisfaction. Any refusal to sign will be interpreted as a refusal to accept the standard of work.

In the unlikely event that the assembly is not able to be completed for any reason then this should be noted on the Completion Certificate detailing the finite list of outstanding work and where possible an indication of when the work will be completed. This report should be signed by the Assembly Representative and you the Customer agreeing to the outstanding works and proposed resolution.

Payment

Flat Packs 4 All Ltd work in partnership with many assembly service providers. Please be aware that the assembler will issue an invoice for the work completed. Whether the assembler is employed by a company or is a sole trader who is registered for VAT, VAT will be included in the invoice total. Where a sole trader is not registered for VAT the price will have no VAT element, but the total price will remain the same.

Following completion of your job, please make payment directly to the assembler. If you would like to pay by debit or credit card please contact the office in advance to make arrangements.

Contact

Any query or complaint about the assembly service must be addressed to, Flat Packs 4 All LTD either by telephone on 01606 861162 or in writing by email to info@flatpacks4all.com or by letter to: Unit 11, Meridian House, Winsford Industrial Estate, Cheshire, CW7 2QG

Data Protection

We will not use your personal data (as defined in the Data Protection Act 1998) for any marketing purpose, other than purposes directly relating to your order.

These Terms and Conditions are in addition to your statutory rights.

I agree and accept the terms and conditions

Customer Signature_____

Customer Name (print) _____