

## **Online Sales Terms and Conditions**

By making a purchase from this site, you will have entered an agreed to these terms of business.

### **Buying Second Hand**

Please note that Antique, Vintage and Retro furniture and home decor items are pre-owned. They can show signs of wear, historical damage, repairs, and ageing. I try to be as accurate as possible through photographs and descriptions but am happy to send additional photos if you are interested in purchasing.

It may be possible to arrange an appointment for viewing the item but this will need to be discussed prior to purchase (Please note this is an online shop, I do not have a physical shop front) and will be dependent on workshop schedule.

Please study photographs and listing details carefully before purchasing.

Unless physically made by Rosehip Upholstery, items are sold as ex-props and it up to you to ascertain if they are suitable for your home.

I can not give any warranties or guarantees on Vintage or Retro items sold.

### **Online Purchase Returns**

If you change your mind, please get in touch within 7 working days of receiving your order as set out in the Distance Selling Regulations. After this time, any returns will need to be authorised on a case by case basis.

You will need to notify me in writing if you wish to return an item.

If an item is faulty, please get in touch as soon as you receive the item. If possible, repairs or replacements will be offered. If this is not possible, a refund will be offered.

If a refund is agreed:

The item must be returned to Rosehip Upholstery in the same condition as it received. It is the buyers responsibility to pay for return postage (unless the item is faulty).

You must return the item within a reasonable time

I suggest sending returned items via a recorded delivery service. Please retain proof of postage until the item has been received by Rosehip Upholstery. Please send returns to:

Rosehip Upholstery, 12 Sully Terrace Lane (Garages behind Sully Terrace), Penarth, Vale of Glamorgan, CF64 3DZ

A refund will be made within 30 days of Rosehip Upholstery receiving the returned item via the original Payment Method, including the original postage cost.

Rosehip Upholstery cannot be held responsible for any damages occurred during transit. Please get in touch if your item arrives damaged so I can get in touch with the courier company. Any items returned damaged to Rosehip Upholstery are the senders responsibility.

### **EXCEPTIONS:**

Bespoke Upholstery items (or items that have been altered for you specifically) cannot be returned or refunded unless faulty. If this fault or damage is judged as being caused by misuse or mishandling by the customer, Rosehip Upholstery may claim against the customer for damages and breach of statutory duty.