

Terms & Conditions

Theomar Joinery

This website, found under the www.theomar.co.uk URL, is operated by Theomar Joinery and references to 'we', 'us' and 'our' shall be deemed to be references to Theomar Joinery. References to 'you' and 'your' shall be deemed to be references to person placing an order via this website.

Placing an order

By placing an order with us you will be deemed to have read, understood and agreed to these Terms and Conditions. If you are unhappy with any aspect of these terms, then you should contact one of our customer service advisors before placing an order with us by email info@theomar.co.uk or by post to Theomar, Unit 6/2, Platts Eyot, Lower Sunbury Road, Hampton, Middlesex, TW12 2ES. By placing an order you are making an offer to Theomar to purchase the goods detailed in your order upon the terms described in your order. Once you have placed an order we will send you a confirmation that your order has been received but this is not a confirmation that your offer to purchase the goods has been accepted. A contract between you and Theomar for the sale of our products will only exist once an order has been accepted, processed and invoiced.

Your credit/debit card will be authorised when your order is placed and processed. This does not affect your statutory rights.

Prices and availability of goods are subject to change without notice. All prices quoted are accurate at the time of publication and are quoted in pounds sterling (£) and where appropriate are inclusive of UK sales tax (VAT) at the current rate. If your order is being despatched to a destination outside the European Union (EU) then your sales tax will be zero. If your order is being sent to a member state of the EU then the selling price will include VAT at the current rate. Any customs or import duties levied once the package reaches your destination country will be your responsibility as we have no control over these charges and cannot predict them. A delivery charge will be added to your order value where appropriate. Please see the delivery terms and charges below.

Your right to cancel

You may normally cancel your order (once accepted by us) for any reason up to the point of despatch. If you do cancel the contract within this time any payments made by you will be refunded in full within 30 days. However once a customised order has been placed this order cannot be cancelled.

Fabric quantities

The fabric quantities quoted are approximate and are based on fabric no less than 137cm wide with little or no pattern repeat. Please [contact us](#) for advise if you are in any doubt (pattern repeats and differing fabric widths all have a bearing on how much fabric you will need).

Calico covered furniture

Upholstered furniture that is Calico covered is supplied on the understanding that you will be covering over the piece yourself. It is furniture that is in its 'uncovered state' and staples will be visible. We use a flame retardant calico which is ivory in colour.

Helping our Environment

Our pine, oak, plys, HDF & products are all made from sustainable forests and supports environmentally responsible management of the worlds' forests.

Conformity of goods

Every care has been taken to ensure that the descriptions and specifications of our products are correct at the time of going to press. However, whilst the colour reproduction is an extremely close representation, a slight variation in the actual goods may occur. The specifications and

descriptions of products on this website and in our catalogue are not intended to be binding and are intended only to give a general description of the products.

Colour and Paint finishes

If you are opting for an antique finish to your furniture, please remember that no two pieces will be the same as the finish is applied by hand. We have made every attempt to ensure that the photography on this website and in our catalogue are an accurate representation of our furniture and fabrics, however, small variations in colour may occur.

Assembly

To ensure that your order arrives safely, some of our items require self-assembly. We have taken great care to design the products so that assembly is as quick and as easy as possible.

If, in the unlikely event, part of your order is damaged or missing please contact our customer services immediately and replacement pieces will be despatched to you. We place customer care at the very top of our priorities and will do everything we can to ensure your satisfaction with our products.

We strive to maintain a high standard of finish and workmanship on all our products so please let us know if you are unclear about any information – our customer services team are always on hand to advise you.

Returns Policy

With our custom made products we are sorry, but we are unable to refund unless they are damaged or faulty. If items received are damaged or faulty please notify via mail or phone within 24 Hours. Customer satisfaction is of the utmost importance to us here at Theomar so please contact us as soon as you think you may have a problem. . We will offer a replacement within 8 weeks, or an alternative or a credit note or a refund. We regret that the cost of delivery cannot be refunded. If we can deliver an item within 8 weeks, we will offer a replacement product. Credit notes are valid for 6 months from the date issued. Your statutory rights are not affected.

Making Returns

Except where the item is faulty, you will be required to arrange and pay for the return of the products to us. We can arrange to collect the products from you, but the cost of this will be charged to you. When you are returning items to us, please obtain a receipt of postage as we cannot be responsible for items that fail to reach us.

VAT Information

All prices published are in pounds sterling and are inclusive of European Union sales tax at the prevailing rate.