

FINLINE FURNITURE – TERMS & CONDITIONS

The below conditions do not affect your statutory rights. We feel it is important that you read the terms below so that you get the order you desire and understand we make and deliver our furniture in a fair and transparent manner.

Payment Terms:

A deposit of 50% is taken at order confirmation. Your salesperson will confirm the amount of deposit required on your order. The balance payment must be made in full in advance of the order being delivered or collected. You will be given notice to make payment so we can deliver in a timely manner. We are unable to let furniture leave our factory that is unpaid.

If you wish for your furniture to be inspected prior to delivery, please let us know at order confirmation stage. Customers are welcome to visit our factory in Co. Laois to see the finished furniture prior to delivery. Refunds are given at Finline's discretion. Authorisation is needed from management and may take up to 10 days to process.

Changing Orders:

When an order is confirmed and the deposit paid, it can be changed within 7-days of your order confirmation date (a cooling off period). If you change or cancel your order after this 7-day period an administration charge of €300 is applied. Once orders are confirmed we will begin ordering components (fabrics, leather, frames, foams etc) straight away. Each piece of furniture is specifically made to order for each individual customer so changing orders can be very costly. The charge is to partially offset these costs. If furniture is made, we must charge the full amount for the furniture as these items are made specifically for each individual customer.

Access:

Customers are responsible for ensuring that the size of the furniture chosen is suitable for the intended area. Finline Furniture will not be held responsible for furniture which does not fit into the intended space or will not fit through the access provided to the intended space.

We provide measurements & specifications with all orders (including bespoke orders) to customers. These specs are also available to be viewed online on our website and printed off if necessary. If you think there is going to be any issue regarding the furniture fitting into its intended space, please let us know in advance of the order being produced and we will help you clarify if the furniture will fit or not. At this point, we will be able to advise possible amendments or options available to make sure your furniture fits on the day of delivery so there are no unwanted complications.

If furniture has to come back to the factory to be changed or amended so that it will fit, delivery and production costs will be incurred and passed onto the customer (generally €300). Our third party carriers will make every effort to get your furniture into the intended room but this is not always possible. It is the responsibility of each customer to check this prior to confirming the order - see our access & delivery sheet if you feel there may be an issue, these are available in every showroom and on our website and by email.

Lead Time:

The lead time quoted on your order is approximate only and given in good faith. We will endeavour to keep to this timeframe however raw materials such as fabrics can be delayed arriving to us or on occasion flawed when they do arrive. If delays do occur we will endeavour to keep these to a minimum and keep you informed.

Delivery:

Finline Furniture can only be held responsible for delivery to your entrance door. However, at your request, our third party delivery partners will place your furniture in your room of choice, strictly at your own risk and without any liability to Finline Furniture. In the event of any accidental damage to your furniture, property, or premises beyond your entrance door, it will not be Finline Furniture's responsibility. It is the customer's responsibility to ensure that there is sufficient and safe access for items selected to fit through to the designated area and that there is sufficient access for our delivery lorry to reach the delivery address.

Furniture deliveries must be inspected by the customer or nominated representative to confirm receipt of goods. Any complaints in relation to goods having suffered damage prior to delivery must be notified to Finline within a week of the delivery.

Storage:

Our factory has very limited storage space of your furniture will be facilitated free of charge for a period of 21 days from notification that the furniture is finished in production, or 21 days beyond the quoted lead time. Free-of-charge storage beyond this 21-day period is not possible and a charge of €50 will apply for every week until delivery has been organised. This storage charge must be paid prior to delivery.

Customer Service, Comments, Complaints

If you need to speak to us regarding a new order or recent delivery, please call us on 05786 26219 or send details to us by email - info@finlinefurniture.ie the more information we have the better we will be able to assist you.

Please make sure to read the "Caring for your Furniture" label which is with every order confirmation. The information provided will help you keep your furniture in the best condition possible. This can be sent by email and is available on the website. We recommend the use of felt pads to be put on all furniture legs and to take extra care when moving furniture around the room to avoid unnecessary damage to floors. Castored legs are decorative, therefore all sofa & chairs should be lifted rather than pushed/pulled when moving.

Please ensure to turn your seat and back cushions regularly (twice monthly). Consistently turning, rotating and alternating the cushions will ensure your sofa or chair will remain comfortable, durable and look better over time.