

Terms and Conditions

Please read carefully before finalising your order

Details of Your Order

Your order is produced to your own specification – please check the details on your order confirmation before signing to confirm acceptance. Please seek clarification if anything is unclear.

As we do not provide refunds if products are unsuitable, please make sure that the overall dimensions and the style of the products you ordered are suitable for the intended purpose. Please note dimensions stated in the catalogue may vary to actual sizes.

No changes or alterations to the original order can be accepted after 3 working days from the order date.

Payment

On placing your order payment of 50% is required. Orders under €500.00 must be paid in full at time of placing the order. Balance is payable 3 days before delivery, with the exception of cheque payments which must be paid 5 working days before delivery. Goods can only be collected once paid in full.

Orders may be cancelled within 3 days from the order date, and all monies paid will be refunded less an administration fee of €40.00. Cancellations after this time will be subject to a 40% charge.

Delivery Time

We will process your order as quickly and efficiently as possible. The majority of our furniture is sourced from suppliers in Denmark and is prepared for each order individually.

The estimated delivery date given to you is approximate and is given in good faith. If it is delayed we will endeavour to inform you as soon as possible, however, we cannot accept any liability for consequential losses as a result.

Home Delivery & Assembly

As many of our products can be created in different permutations, it is important that we have the same understanding of how your order is to be assembled. This may necessitate a CAD drawing and/or written instructions – which should be attached to your order. Please note that our Delivery & Assembly team is not able to mount any products onto a wall.

When your order is available for delivery you will be contacted by our Delivery & Assembly team. You will be offered the first available delivery slot in your area. If this is unsuitable another mutually convenient time will be arranged.

You must ensure that the access is suitable for the delivery of your order to the desired location within your property. Whilst every care will be taken, no responsibility can be taken for customer's property being damaged during delivery.

If no one is present to receive the delivery in the agreed time slot and a repeat delivery is required, this will incur an additional charge.

Please ensure that your purchase is delivered and assembled correctly and your order is complete. Any claim regarding shortages, damaged or defective goods must be made within 3 working days to our after sales service department on 01 804 5881 and clearly stated on the proof of delivery notification form.

We make every effort to carry out deliveries on the day and in the time slot specified. If for any reason delivery is delayed BoConcept will not accept any liability for any consequential loss arising there from.

Where an order has been held in the warehouse for more than 3 weeks after contact has been made we reserve the right to charge €50.00 per week storage until the delivery is arranged. Any order stored for longer than 3 months may be disposed of.

Store Collections (Only available where practical)

Once you have been notified that your order has arrived in store, we expect it to be collected within 2 weeks. After this period we reserve the right to charge for storage at €50.00 per week.

When collecting your order from the store you must sign to agree that the goods have been received in a satisfactory condition and that the order is complete. Once the goods have left our premises we will take no further liability for the transportation and assembly of these products.

Customer Service

If you have any enquires prior to receipt of your order please contact Customer Services Department on 01 8045881

Customer service opening hours are Monday to Friday 0900 to 1700

Please sign to accept these terms

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Date.....

These terms and conditions do not affect your statutory rights