



Shipping Terms and conditions

All our Orders are shipped using a range of carriers such as XDP EXPRESS, PANTHER LOGISTICS, DSV and UPS. Normal handling time is 3-7 days and shipment is carried out on the 4th or 8th day after the order date,

Delivery process is handled entirely by the carrier company, this ensures that customers are provided with first hand information in regards to their delivery. Arrangements are made with the customer directly by the courier.

Please note:

1. Please Make sure we have the correct contact details for you.
2. We advise customers NOT to take any time off work until they receive a call from the delivery company and a date has been confirmed.
3. DO NOT make arrangements to dispose of your old item until you have taken delivery of the new item, as in some very extreme cases deliveries may be unsuccessful, due to conditions outside our control.
4. Your delivery will take place when the delivery company have finalised the arrangements with you direct.
5. Delivery drivers are not insured to carry products beyond the ground floor level or to remove your old bed. Drivers are just delivering the product on our behalf and are not proficient in assembling the products. Any assistance they provide, will be at your request and your own responsibility, we are not liable for any damages or otherwise.
6. Customers are advised to make additional arrangements to assist with the collection of large items.

We are unable to commit deliveries to a specific time of the day, all times are estimated and there may be a change in the times dependent on the prevailing traffic flow, weather conditions, van breakdown or any unforeseen circumstances. We recommend that arrangements are made for a full day delivery. Weekend deliveries are also not possible.

There will be times when this system does not function according to plan, in these circumstances please contact the delivery company first, the driver will leave a card if the delivery was unsuccessful and try and re-arrange a second delivery date (non- courier fault re-attempts are chargeable) on occasions when this is not possible or arrangements have failed, please contact our customer services with the full details of the order and we will try and assist as much as we can.

Unfortunately at present we cannot deliver off the mainland UK or in the Scottish Highlands or within the postcode areas Below:

KW / IV / PH / FK / KY / DD / AB / PA / IM / ZE / HS / PA (off Shore)

We hope that this information is of assistance.

Customer Services