



*"The 2 delivery men made no bones about the difficulty of a tight situation going upstairs, very good!"*  
Mr Jenkins, Hornchurch

are noted on your order for collection. This is a chargeable service to cover labour and landfill charges.

**Out of Area Deliveries** - Most of our orders are delivered free of charge but if we are delivering outside of our usual 'free delivery' area, then there will be a charge to help cover the additional delivery costs of our vehicles or contractor.

**Direct Home Delivery** - We have a number of our suppliers who will deliver direct to your home, in which case it will be noted on your order. They will contact you direct to make the necessary delivery arrangements, whilst we will be in touch prior to delivery to finalise the payment of the balance.

**Dismantling Service** - In the extremely unlikely event that we cannot complete delivery due to restricted or awkward access we can recommend a sub-contractor who dismantles and re-assembles upholstery. This is a chargeable service and does not affect your structural guarantee.

If you would like to take advantage of any of these services and they do not feature on your

order, or you have any special request regarding delivery please contact your Roomes sales consultant to have them added to the order.

Some goods, due to their size and shape, can be awkward to deliver to certain rooms in the house, we do ask that any vulnerable objects such as pictures, mirrors, vases, etc are moved to avoid damage especially when access is tight.

Our delivery teams are in constant contact with our service department and will update you if they get held up prior to delivery or if there are any queries at the point of delivery.

#### 4. Customer Service

As part of our overall service we have a dedicated Customer Service Team based at our Distribution Centre in West Horndon. They will be pleased to deal with any queries or issues that you have with your purchase once you have taken delivery.

Sometimes things don't go to plan and that is why our Customer Service Team are there to help remedy any problems as quickly and efficiently as possible, whether it be at the point of delivery or at a later date.

Their aim is to ensure you get the excellent level of after sales service that sets us apart from our competitors.



*"Please feel free to call me, Michael Roome, on 01708 255322 (Direct line) or 01708 255300 (switchboard), about any aspect of our service whether we have excelled, could improve or anything you feel has been lacking in our service".*

Michael Roome - Joint Managing Director

#### 5. Roomes Structural Guarantee

We go to great lengths to select a range of unique products that are designed and produced to meet the highest possible standards. In fact we have such faith in our products we provide a FREE FIVE YEAR GUARANTEE\* against manufacturing defects from the date we deliver your order. Our five year guarantee is an extra service, over and above your statutory and legal rights, and includes the following:-

- **Upholstery:** frames, castors, spring units, metal motion parts
- **Cabinet furniture:** structure, handles, catches and moving parts
- **Beds:** springs, divan frames, slats, castors

The product information care and information literature that was issued with your order together with the manufacturer's documentation will help explain how to care for your product and explain the individual characteristics in use.

Please be aware we are unable to guarantee the following:

Fair wear and tear (in particular upholstery fabric, flattening in pile fabrics, stretching or puddling of leather, natural settlement or loss of density of cushion interiors, rips, tears,

burns, or product mis-use); fabric soiling unless covered under our extended warranty scheme from Premier Care (which will be indicated on your order); settlement of bed fillings and the natural characteristics of wood finishes.

We will however be happy to assist you in any way we can with service issues outside the terms of our guarantee (eg fair wear & tear) but these will be chargeable on an 'at cost' basis.

Similarly if goods are considered faulty and judged "irreparable", we will make an allowance against a replacement or alternative product that takes into account the use that item has already had. This will be calculated on a sliding depreciative scale of length-of-use and the remaining guarantee period.

\*12 months guarantee for "clearance" merchandise. The above conditions relating to Roomes 5 year guarantee are not intended to affect your statutory consumer rights under the Sale and Supply of Goods to Consumer's Regulations 2002.

#### Contact Numbers

- Customer service: 01277 814650 • 9am - 5pm Mon-Sat
- Customer deliveries: 01277 814652 • 9am - 5pm Mon-Sat
- Service Manager: Kerry Frost - 01277 814653 (Direct line)
- Store Manager: Stefan Thomas - 01708 255344 (Direct line)

Roomes Stores, Upminster, Essex RM14 2SX  
Furniture & Interior store: 01708 255300  
Open Monday - Saturday 9.30am - 5.30pm • Sunday 11am - 4pm

Fashion & Home store: 01708 250080  
Open Monday - Saturday 9.30am - 5.30pm • Sunday - Closed

[www.roomes.co.uk](http://www.roomes.co.uk)

FURNITURE & INTERIORS

**ROOMES**  
ESTABLISHED 1888



after sales service

did you know?  
...about our comprehensive after sales service!

*"This is the kind of shopping I like - no hassle, no pressure and prompt, courteous service. No doubt we'll be back!"*  
Mr Issitt, Romford

**ROOMES**  
ESTABLISHED 1888

Thank you for placing your order with Roomes. This leaflet is designed to explain what happens next; our after sales service and what our service philosophy is all about.

Roomes is a family business which has traded successfully for the past 120 years by looking after its customers and those customers returning and recommending Roomes to their friends and family. This service philosophy we believe is the reason why we are still in business today and it will form the basis of our future success.

We want you to be delighted with the service you receive from all of us here at Roomes and, on the odd occasion when things don't go to plan we are here to listen, put things right and ensure we learn and improve on a service that we believe is second to none.

*"It is a pleasure to shop in a culture that still cares about the customer"*  
Mr & Mrs Francis, Stapleford Abbots

## 1. About Your Order

Your information wallet will contain:

- A copy of your order
- A product information leaflet relevant to the goods that you have ordered
- A copy of the finance agreement (if appropriate)

### About the goods/services you have ordered

Please take a moment to check that the order has been produced correctly. If you have a hand-written order we will be sending you a computer generated copy which we ask you

*"The service I received has been excellent. All the staff from sales to delivery have been first class"*

Mrs Button, Ongar

just to double check as this will represent what we order from our suppliers. Also noted will be details of any additional services if appropriate ie. collection/disposal of old furniture, Installation Services and Accidental Damage Warranties.

If you have any queries or second-thoughts about any aspect of your order please call your sales consultant as soon as possible. We are generally able to make modifications within a few days of the order being placed, however once they have been passed to a supplier we are obliged to accept them.

### Product Information

Together with your order you will have a product information leaflet relevant to the items you have purchased. The aim of this leaflet is to give you further information about the characteristics of the items you have purchased and how they will perform in use.

**Again please take time to read through the leaflet as it contains important information about the performance, appearance-in-use and care of your purchase.**

If any of the items mentioned are not part of your pack please call the store and we will be more than happy to forward it to you.

### Will it fit?

It's worth taking a bit of extra time to be sure and double check that firstly the goods you have chosen are suitable in terms of size for



the chosen room and also that there is adequate access through doorways and halls to get your furniture into your house.

Better safe than sorry! - if you have doubts about getting furniture into your home we will gladly come to measure and assess levels of access for you. See also details of our "Dismantling Service" under point 3 of this leaflet.

### Expected delivery dates

On your order we give the expected delivery dates as a guide to when your order is likely to be delivered to us.

We have found, due to the nature of the manufacture and supply of goods in the furniture industry, that unfortunately these dates cannot be guaranteed. Our suppliers are often sourcing raw materials not just in the UK but also Europe, the Americas or the Far East, and sometimes the supply chain can become over-extended.

We will monitor expected delivery times and update you when necessary in order to keep as close as possible to estimated delivery dates. Unfortunately we really are in the hands of our suppliers giving us accurate dates and information. Consequently

estimated delivery dates can vary according to factors that are out of our control. **If you have a particular deadline to meet please let your sales consultant know and we will make every effort to meet that date.**

If you have any queries at all with regard to your delivery dates or your order in general do not hesitate to give your sales consultant or the store a call on 01708 255300.

### What if I have to cancel my order?

We can accept cancellations or amendments to orders prior to delivery where the goods are sold from our existing warehouse stocks.

However most goods are specially ordered and made specifically for you (perhaps in a special fabric or finish) and once the production is underway then we are contractually obliged to accept those goods from the manufacturer and to pay for them.

It is still possible for us to accept a cancellation once your order is in production. However, as we are still obliged to accept the

goods from our supplier, to cover our costs a cancellation fee of up to 25% would be charged.

*"All aspects of the buying, paying and the delivery were handled very professionally, also very friendly"*

Mrs Dolby, Romford

## 2. Arranging Delivery

### Your delivery

When we receive your order from suppliers we will check that it is correct and that packing etc is intact and undamaged (As a rule we do not unwrap and check every item prior to delivery, although this can be done by special arrangement). Once it has arrived a member of our Delivery Service Team will give you a call to arrange a suitable time and date for delivery that will fit within our schedules.

Our schedules are arranged to allow us to offer a 'morning' or 'afternoon' service to save you having to wait in all day for a delivery. Because of the comprehensive nature of the service that we offer it is difficult to predict exact times of delivery, however we will do our best to accommodate special requests such as before or after certain times in the day.

### Storage

If you are not quite ready to take delivery of your purchase then we will be more than happy to store your goods for you until you are ready. All we ask is that if this is likely to be longer than 6 weeks you let us know at the time of order and we will also ask that the balance is paid after that period.

Extended storage periods (ie. for longer than 12 weeks) will be chargeable.

### Arranging payment

If there is a balance to pay prior to delivery you will be asked to settle that before the goods are delivered to your home. For your convenience debit or credit card payments may be taken over the phone when you book your delivery. If it is easier you can call into the store with your final payment, all we ask is that the balance is settled 3 days prior to the arranged delivery date.

Don't worry if you do forget, we will give you a courtesy call prior to delivery to finalise the arrangements.

If you are paying by your Roomes Account card or with Interest Free Credit, leave the paperwork to us, we will process these the day after delivery.

## 3. Delivery Service

Your sales order will describe the level of service you can expect:

**Standard Service** - we will deliver to the room of your choice (access permitting), unwrap and position your goods and remove waste packaging. For ease of transportation suppliers will often ship tables with their legs removed - these will be assembled for you. Deliveries are generally made by our own liveried vehicles or at busy times by approved contractors.

**Installation Service** - where bulky goods are shipped in their component parts (usually wardrobes, bedsteads, etc.) it will be noted on your order whether we will assemble them for you (in which case a charge will apply due to the time taken) or if it is something you will be undertaking yourself the order will indicate 'customer to assemble'.

**Collect and Dispose Service** - our delivery team will take away any items of old furniture that