

“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 care and general 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 Consumers Regulations 2002.

Contact Numbers

- Customer service: 01277 814650 • 9am - 5pm Mon-Sat
- Customer deliveries: 01277 814652 • 9am - 5pm Mon-Sat
- Service Manager: Kerry Crouch - 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

FURNITURE & INTERIORS

ROOMES

ESTABLISHED 1888