

Terms and Conditions

Pricing

- The price you see is the price you pay.
- All our prices include VAT.
- All prices also include free delivery to selected parts of the UK mainland only, areas shaded in blue may be subject to an additional minimum charge of £35.00, please contact the Door Workshop for an exact quotation.



- Each wardrobe door is priced separately but includes the cost of the bottom and top runners so each door order comes complete with a track set at no extra cost.
- Items are subject to availability
- Kitchen Workshop reserves the right to revise prices and details at any time without notice. If we list a wrong price due to a typographical error or receive incorrect pricing information from our suppliers, we have the right to refuse or cancel any orders placed prior to a contract being made.

Ordering

- Please browse through our web site at your leisure.
- The site was developed to allow all products to be selected and ordered on line with ease.
- Colour accuracy of the products viewed on our website cannot be guaranteed due to the vagaries of reproduction process.
- If required, samples are available to order. (All samples are sold at cost price).
- All design, text and images on doorworkshop.co.uk website is the copyright of The Door Workshop. Our site may not be altered in any way or republished without express prior consent from The Door Workshop Ltd.
- If you experience any problems while browsing through the site please call us and we will help wherever possible.

Payment



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Edenthorpe
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Tel: +44 (0) 1302 882 072
Fax: +44 (0) 1302 882 165

- Payment is made in full when you place your order using our secure on line system.
- We accept Visa, MasterCard, JCB and Switch.
- If you prefer you may print out your order and make your payment over the telephone or by post
- Please note that until we have received payment your order cannot go in to production.

Changes to orders

- Prior to placing your order, with all made to measure items we always advice you to check your order very carefully because once the goods have gone in to production alterations to orders are not possible.

Delivery

- Please allow 28 days for delivery from placing your order although most orders are despatched much quicker.
- When we receive your order you will automatically receive a confirmation of order and we will then contact you to arrange a suitable delivery date.
- Although very rare, if for any reason we cannot deliver within 28 days we will contact you shortly after you have placed your order and inform you of the extended delivery date but if waiting further than the 28 days is not acceptable we will always offer you the option of cancelling the order and a full refund.
- The majority of our sliding systems are made up using glass and mirror panels and need to be handled correctly to ensure they do not become damaged between leaving our premises and arriving at yours. For this reason we do not use courier companies to deliver your sliding wardrobe system.
- Your wardrobe system is manufactured and then loaded on to a purpose made vehicle, which will then deliver to your door. The driver is fully trained in the handling of our sliding wardrobe systems.
- Any damaged or faulty items must be reported within 48 hours of delivery.
- We feel through experience the only way the doors can remain in perfect condition is for them to be delivered directly to the customer by the manufacturer and not by sub-contract courier companies.
- Please note that no goods will be left without a valid signature from a member of your household who must be 18 or over. You will then become the owner of the goods you have ordered and doorworkshop.co.uk will not be liable for their loss or destruction.

Cancellations

- We will accept cancellations on orders for goods that have not been despatched although on made to measure items e.g. sliding wardrobe systems and replacement kitchen doors we cannot accept cancellations or alterations once they have gone in to production, which is almost immediately from receiving your order.
- Before submitting your order please check your sizes, colour etc very carefully.

Guarantee

- All sliding wardrobe systems are covered by a 5-year guarantee period.



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- Please note that the guarantee does not cover general wear and tear i.e. accidental damage etc.
- General wear and tear does not apply to the runner system, which is manufactured to last well beyond the guarantee period. If the runners cease to operate for any reason within the 5-year guarantee period they will be replaced free of charge.
- All kitchen doors are covered by a 12 month guarantee period

Refunds and Returns

- We are sure you will be delighted with all goods that you may purchase through our website but if for any reason you are not satisfied you may return your order as long as it is still in its original packaging and in 'as new' condition within 14 days.
- You must always contact us first before returning your order.
- On receiving the returned order your money will then be refunded although this will not include your carriage return costs, unless the return is a result of our error.
- The refund will occur on the credit or debit card that was originally used to complete the transaction.
- Please note that we do not offer refunds on any goods, which are made to measure.

www.doorworkshop.co.uk reserves the right to:

- alter these terms and conditions upon giving you advanced notice
- decline services to any individual customer

please note English law applies to this contract. We practice a policy of continual review and reserve the right to change the above terms and conditions at any time without notice.