

Terms & Conditions - Revision 2.1

General

These Terms and conditions apply to all orders placed online at Mattressnextday.co.uk and over the telephone. By placing an order with Mattressnextday you are accepting to abide by these conditions. Please read them carefully and contact our Customer Service team if you have any questions.

If you do not wish to comply with these terms and conditions, then you should not place an order and enter into a contract with Mattressnextday.

Please note that these terms and conditions do not affect your statutory rights.

These can be viewed at www.consumerdirct.gov.uk

1. Price and Payment of Goods

- 1.1. Prices displayed on our website are inclusive of VAT.
- 1.2. We can only accept payments from U.K registered accounts.
- 1.3. The total price payable, for all items ordered, will be debited, from the account provided, at the time that the order is placed.
- 1.4. We accept most major credit/debit cards including Visa, Delta, MasterCard and Switch and we use a secure payment method called sage pay.
- 1.5. All billing information given must match those held by the bank that issues the card that you are paying with. Failure to supply the correct information may lead to a delay or cancellation of your order. Your order will only be processed once the payment has been authorised.
- 1.6. Payment for goods must be made in accordance with our purchase procedure as set out on our website. All orders are positively credit card sanctioned prior to dispatch. We can accept no responsibility if any details you provide us with that are incorrect or if any order is held up as a result of incorrect or unsubstantiated details.
- 1.7. Your order for goods is subject to stock availability. If we do not supply goods to you for any reason we will inform you of the situation and will refund any money already paid by you for these goods. If either you or we are in breach of the arrangements under the Agreement, neither of us will be responsible for any losses that the other suffers as a result, except those losses which are a foreseeable consequence of the breach.
- 1.8. Once the order has been placed, you will receive a confirmation e-mail, providing details of the order placed, delivery address specified and date of delivery. This is sent out automatically. Please ensure you provide the correct e-mail address, else you will not receive this confirmation. The order confirmation should be checked as soon as possible. Any problems with the order please contact our customer services on 0844 3911 222 or request a call back via the Website.

2. Website inaccuracies

- 2.1. All sizes quoted are approximate. Goods are supplied on the understanding that there may be slight variances in colour, finish, shade and grain particularly, but not exclusively, on wood or metal products. Wood materials may have minor technical differences and their appearance may differ slightly from the goods shown. Any changes will be of an equal or higher standard to those displayed.
- 2.2. The information, services and products provided on and throughout this site are subject to change without notice. In the event of a genuine website error or inaccuracy we reserve the right to withdraw an offer immediately. We also reserve the right to cancel all confirmed

orders that are subject to genuine website error or inaccuracy. All products offered are subject to availability.

- 2.3. Any errors that have been made in the description of our products will be rectified as soon as possible.
- 2.4. In the event that any product is displayed with an inaccurate price we have the right to withdraw and cancel the order prior to a contract being made

3. Guarantee

- 3.1. All goods carry a standard 12 month manufacturers guarantee against faulty workmanship
- 3.2. Certain products may also offer manufacturers additional guarantees These products will have details of the offer included with the product.
- 3.3. Nothing in these conditions will reduce your statutory rights relating to faulty or misdescribed goods. For further information about your statutory rights visit Consumer Direct at www.consumerdirect.gov.uk

4. Warranty

- 4.1. Mattressnextday also provide a 5 year warranty on selected goods. This differs from a guarantee, in that, In the event that a product is found to have a defect/fault then you will be entitled to a percentage off a similar priced product:- See Warranty guide <https://www.mattressnextday.co.uk/warranty.php>
- 4.2. Certain products may also offer manufacturers additional warranties These products will have details of the offer included with the product.
- 4.3. Nothing in these conditions will reduce your statutory rights relating to faulty or misdescribed goods. For further information about your statutory rights visit Consumer Direct at www.consumerdirect.gov.uk

5. Making a Claim

- 5.1. To make a claim under the guarantee or warranty, we will require details of the order No. Or a copy of the order confirmation e-mail. Without this we cannot guarantee we will be able to trace your order details, which would result in us not being able to verify your claim.

6. Delivery of goods

- 6.1. **Delivery of the goods** shall be made to UK mainland addresses only and must be signed for. The address will be that registered with your payment card issuer, unless you request otherwise and we agree to such a request (at our sole discretion)
- 6.2. We use a carrier service for our National deliveries. Whilst they aim to deliver between the specified times, on the selected delivery date, we cannot guarantee this, but will do our best to get your goods to you as soon as possible.
- 6.3. If we are unable to deliver the goods for any reason you will be notified and will not be obliged to pay for the goods.
- 6.4. If delivery of the goods is delayed, you shall be entitled to contact us and cancel the order. Any monies paid in respect of the goods, which are not delivered, will be refunded.
- 6.5. All of the items are delivered by ONE MAN, to the first accessible ground floor door of the premises. The driver will not take items up steps to get to this door and are not insured to take any items into your property.

- 6.6. With larger items the driver may require some assistance to offload the items
- 6.7. Saturday deliveries are available at a charge of £19 (excluding two mans)
- 6.8. If goods arrive in a damaged condition you must inform us as soon as possible. We shall arrange collection of the goods and will either replace the goods at no extra charge, or refund any monies paid by you for the goods
- 6.9. We will deliver to business addresses at your request but stress that if instructed to do so, the card used in the transaction must be officially registered to that address. Also you are agreeing that anyone situated at your business address has your written authority to accept goods on your behalf. We will accept no responsibility for goods once they have been delivered to and signed for at the requested address.

7. Availability of Goods

- 7.1. All products and services are subject to availability and may be withdrawn at any time.
- 7.2. Any goods that we are unable to supply will be refunded in full.
- 7.3. Any items that are not in stock have a lead time. This lead time is an ESTIMATED time supplied to us by the manufacturer of the goods. The manufacturer aim to supply us with the goods within this time; however this is not always possible. Where there are delays we aim to notify you as soon as we are informed.

8. Cancellation/Refunds

- 8.1. We offer a full money back guarantee for items purchased from our website or via the telephone with our Internet Sales Department, if possible return the goods in their original packaging within 7 working days following the day of delivery.
- 8.2. In the event consumer hasn't got the original packaging, the consumer should request materials to wrap the goods, to ensure a safe return.

9. Return of goods

- 9.1. In the event that the goods are either damaged on arrival, faulty or incorrect, which requires the goods to be returned. Mattressnextday will arrange for the collection of the goods, where upon the buyer can either cancel the order, or request a replacement item.
- 9.2. All returns carriage costs will be borne by you the sender, unless deemed that the product was either damaged on arrival, faulty or incorrect. Mattressnextday can offer a collection of goods for a fee of £69.00. The consumer however is not obliged to use this service, and can arrange their own return of goods.

Mattressnextday.co.uk is a trading name of Bedsonline.biz Limited

Bedsonline.biz Limited
Company number 05351950
VAT Number: 691 4031 46
Registered in England & Wales

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