



Important information

Please take time to read the very important delivery information below.

Worktops are very heavy products and prior to arriving on your door step will have been handled a few times. Great care is taken at every stage of the process, however even the most competent fork lift truck driver can sometimes misjudge, which can result in damage!

Likewise when the worktops are being moved around by your installation team or yourself the same error can occur and once again could result in damage!

Therefore to protect everybody involved, from yourself our valued customer, to the carriers, ourselves and the manufacturers it is important that you adhere to the following procedure when receiving your delivery.

- ◆ **BEFORE** signing **ANY** documents **YOU** must check that the products have arrived in a satisfactory and usable condition.
- ◆ By signing for the delivery please remember **YOU** are confirming that the products have arrived in good condition and subsequent claims for damage **CANNOT** be accepted under **ANY** circumstances.
- ◆ The products are well wrapped and if the carrier isn't prepared to wait for **YOU** to inspect the products then it is in **YOUR** interest to either sign for the products as '**DAMAGED**' or to **REFUSE THE DELIVERY!**
- ◆ **PLEASE DO NOT SIGN AS 'UNCHECKED'**
- ◆ If **YOU** are not the person who will be receiving the delivery, please hand a copy of this document to the person **YOU** have asked to accept **YOUR** delivery.

Furthermore, machining the products in any way confirms your acceptance of their quality and suitability for your needs.

Your statutory rights are not affected with regard to manufacturing defects, however please be aware that damage is not a manufacturing defect.

It is very rare that the quality products we provide have a manufacturing fault and therefore if after you have signed for the products we receive a complaint, we can arrange for an independent organisation, The Furniture Industry Research Association [FIRA], to send a technician to look at the complaint and a report of the technician's finding will be sent to you. There is a charge of £84.00 for this service, payment of which is due prior to the technicians visit, and please be assured that if the technician finds a manufacturing fault the £84.00 will be refunded as part of rectifying the issue.

Further information about FIRA can be found at www.fira.co.uk

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A COPY OF THIS DOCUMENT IS ALSO AVAILABLE ON OUR WEBSITE

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