

## Disclaimer

### Refund, Returns and Alterations

- The Salvaged Woodshop (herein after referred to as TSW) is a small company offering bespoke, made to order products and cannot accept returns or cancellations on any commission orders after 7 days from the date the order was placed. Please ensure all details are correct when placing your order and that you are happy with all design decisions.
- Non-bespoke products (in styles and sizes listed on this website) can be partially refunded within 14 days of receipt. A 20% return fee will be applied, along with the cost of the initial delivery (as specified by the courier) and any subsequent collections. This 20% fee covers admin time, photographing and listing the item for sale, as well as storage costs.
- TSW endeavours to always send out quality products, however mistakes can happen. Should you receive faulty or damaged goods, we will of course repair, replace or give a refund on the item. Please provide a detailed description in writing, with images if possible, of any areas of damage. **Note:** All products sold by TSW are secondhand and have had a previous life. They will contain scratches, dents and the occasional hole depending on their age. Further wear and tear of a vintage item may bring up issues with said item that were not foreseeable or were not an issue when in TSW's possession.
- In the case of faulty or damaged goods, or an incorrect order being received, we will ensure all necessary steps are taken to provide you with the correct item/s, however we cannot offer any further discounts or refunds.
- We cannot offer full or partial refunds, reimbursements, or compensation for orders delayed by the following..
  - Any act of nature that couldn't have been foreseen or avoided, such as a natural disaster or flood.
  - Pandemic
  - Government enforced lock down
  - War
  - Other disaster

### Products, Materials and Design

- By the very nature of both the materials we use, and the type of secondhand furniture we are working with, the wood could contain all of the following characterful traits: (which are expected within each piece and for which we are unable to offer any kind of discount or refund)

- Bandsaw marks across the grain.

- Small 'chip out' marks from the planer

- Knots/cracks/shakes

- Small machining marks

- Natural colour variation

The above list will be viewed as adding character and uniqueness to your piece and will not be cause to return a product. Every precaution is taken to ensure that each piece will last for years but due to the nature of upcycling and selling secondhand goods, this cannot be guaranteed.

- The wood used in TSW has been reclaimed and any knots, cracks or variation in wood grain are to be celebrated as natural and unique. Each piece of wood will be different to the next.
- We will not accept returns, make adjustments or alterations, or offer refunds due to issues arising from the customer's personal preference on wood grain, pattern, knots, medullary rays, colour variation or any other naturally occurring elements. Natural wood is varied and beautiful and the grain can even change in the same piece.
- All wood species can react to exposure to sunlight, changes in temperature and humidity. We cannot be held responsible for changes in the wood due to environmental factors, once delivery has been made. All our wood is dried to a humidity of 8-10% moisture. In very dry or hot settings this could decrease, leading to cracks/movement; likewise a very humid or wet environment could cause the wood to warp, and joints to separate. We make our furniture with wood movement in mind; however we can't take responsibility should the piece react to the temperature or humidity of your own environment.
- Our furniture is not suitable for outdoor use or use in bathrooms and wet-rooms unless specified.

- We do not guarantee mm precision and some hardware such as nuts and bolts may protrude - please allow for +/- 25mm on all dimensions. (Or about 5%). The tolerances are likely to mainly occur in the height and depth of the piece as we are using solid boards which can vary slightly in size depending on how much each particular board needs sanding.
- Due to the nature of the finishes applied to our product, the final finishes may vary from photos online or samples we send out, but we will always do our best to get a match.
- We will not be held responsible for any damage caused by customers making adjustments or amendments to their order, for example the fitting of their own legs to table tops etc.
- We cannot be held responsible for customers preference to design elements that are not discussed or raised at the point of ordering, and will make educated assumptions based on the style of the product, and its functionality etc.
- We recommend that items of shelving, cabinets and drawers should be fixed to a wall for safety. Items of furniture left free standing are done so at the customer's own risk.
- In the circumstance that an item is to be fixed to a wall, floor, or similar, it is the customer's responsibility to check the suitability of their property, wall type, etc. TSW will not be held responsible for damages caused to customer's property in the process, or as a result, of the customer attaching their furniture to the wall, floor etc. We would recommend the customer always use an experienced tradesman.
- Never climb or hang from your furniture.
- Always place heavier items at the bottom of shelving and storage to avoid the piece becoming top heavy.

## Delivery

- No responsibility will be accepted by TSW for items out of its possession, for example, goods in transit.
- Please consider the access to the location you are having the product made for. Will it fit through all doors, corridors, stairwells etc.? We will not be held responsible for items not fitting into the space required, and any re-deliveries and alterations will be charged to the customer.
- Most of the time our hauliers work on set prices, however, we reserve the right to potentially increase the delivery costs in the following circumstances:
  - You live in a remote part of the UK.
  - There is a pandemic.
  - Access to the room/delivery location is difficult. If there are several floors to manoeuvre up, or long distances to carry the furniture, it is vital you inform us before delivery is attempted.
- Any attempted and failed deliveries due to access issues will be charged to the customer, along with the cost of any necessary alterations.
- Any delivery dates or times set out are estimates only. While we will make all reasonable efforts to deliver the goods within the time or times agreed we will not be responsible for any losses caused to the Buyer as a result of late delivery and are unable to offer compensation if the agreed delivery date is missed or cancelled by the haulier or ourselves.
- We will always endeavour to complete any work in as timely way as possible, but unless agreed to beforehand with the Buyer, we will not be subject to any subsequent arbitrary delivery dates requested or insisted upon by the Buyer or their agents.
- We use third party delivery companies; your contact details will be sent onto them to arrange delivery. The delivery companies may be responsible for organising the delivery of your goods and may not be completely flexible on delivery dates.
- Although we will always attempt to have deliveries made in one consignment, we reserve the right to have goods delivered in more than one consignment, unless otherwise agreed.
- If the Buyer fails to meet the arranged delivery date, any charges incurred for redelivery will be passed onto the Buyer, and likewise any charges incurred for the storage of goods.
- It is the Buyer's responsibility to inspect goods on delivery for damages, please make us aware of any damaged or faulty goods within one week of receipt.
- If the delivery company's POD (proof of delivery) is signed for by the customer, with no mention of damage no refunds or repairs can be issued for damages caused in transit.
- Goods may be collected from our Winchester based workshop on completion by the Buyer if previously arranged, and only once full payment has been received.

- Additional waiting time, caused by the customer not being at the delivery location during their allocated delivery window, may mean you will not be able to pick up the item on that day.
- Sometimes it will be requested, during the ordering process, that the customer organises for an additional number of people to be present to assist with the delivery of large orders. If this has not been arranged by the customer the drivers reserve the right to refuse to deliver the order, as it will be too heavy and dangerous for them to lift alone.

## **Payments and Pricing**

- All orders will be held until full payment has been made.
- Occasionally there may be information on our site that contains typographical errors, inaccuracies or omissions that may relate to product descriptions, pricing, product shipping charges, delivery estimates and availability. We reserve the right to correct any errors, inaccuracies or omissions, and to change or update information or cancel orders if any information is inaccurate at any time without prior notice (including after you have submitted your order).
- Quotes given by TSW will remain valid for 30 days, after this time we reserve the right to change prices accordingly inline with material costs and existing listing prices.

## **Website and all Social Media Platforms**

The images, descriptions and measurements you will find on Instagram, Facebook and [www.thesalvagedwoodshop.com](http://www.thesalvagedwoodshop.com) relating to TSW products are there to portray the item, to the best of our knowledge. Descriptions are completely honest and provide as much detail as possible, but due to the nature of secondhand products they cannot be 100% accurate.

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