

ROMO DESIGNS

This website is owned and operated by Romo Designs Limited (referred to as 'we', 'us', 'our' or 'the company'). By using or accessing this website and/or placing any order(s), you agree to be legally bound by these terms and conditions of sale.

These terms relate to sales over the Internet, telephone and at our showrooms. We reserve the right to refuse your order for any reason we see fit.

1.1. The Seller shall be Romo Designs Limited (referred to as "Romo", "we", "us", "our" or "the company"). Our Head Office is located at 2a Accommodation Road, Golder's Green, London, N11 3HF ."

1.2 The Purchaser shall be any person body trading entity or corporate entity that places an order for any Goods sold by Romo and who will be the party named in any invoice issued by Romo for the sale of furniture; furnishings and merchandise of all descriptions offered for sale by Romo ("the Goods") at the agreed price shown therein (full particulars of which will be recorded therein).

1.3 Any Purchaser placing any order(s) for the purchase of any Goods sold by Romo shall hereby be deemed to be subject to and legally bound by these terms and conditions of sale and which together with the particular Invoice shall comprise the Contract for the Sale of the Goods to the Purchaser.

1.4 The Purchaser on placing any such order(s) shall be deemed to have agreed to all the Terms and Conditions of Business as the same are more particularly set out herein.

1.5 These terms relate to sales over the Internet,

telephone and at our showrooms. We reserve the right to refuse your order for any reason we see fit.

1.6 Except where the context otherwise requires words denoting the singular include the plural and vice versa; words denoting any gender include all genders; words denoting persons include firms and corporations and vice versa.

1.7 Except where the context otherwise required reference to a "person" shall include any individual, company, firm or other legal entity.

1.8 Unless otherwise stated a reference to a clause or a schedule is a reference to a clause or a schedule to this Agreement.

1.9 Clause headings in the Agreement and in the Schedules are for ease of reference only and do not affect the construction of any provision.

1.10 References to any statute include any modification or re-enactment of it.

2. VAT

All of our quoted prices are inclusive of VAT at the prevailing rate, however adjustments will have to be made to comply with any Change in rates or other legally imposed changes in respect of VAT.

3. Payment

Full payment will be required at time of order. For larger orders we may accept a deposit with your order with the balance payable prior to delivery. Deposit and balance payments are subject to stocking conditions

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and may not be applicable for all products or certain colours and fabrics. Please contact us for further information.

4. Delivery and additional charges.

We will provide, on request, an estimate of the delivery charges for each product for delivery within the UK Mainland and Northern Ireland. Charges for deliveries outside this area are available on request. Please note delivery may not be possible in more remote areas of mainland UK, or additional charges might apply. We will usually notify you of an estimated date for the delivery of the Goods to you. We are not liable for any delays in effecting delivery which are due to circumstances beyond our control. We will contact you to arrange a delivery appointment.

5. Additional Charges will be incurred in the following circumstances;

If you are not in and or have not made arrangements for someone to take delivery of the Goods so that these are returned to a holding warehouse you will be liable to pay all additional charges thereby incurred to include transportation and storage costs and any costs associated with the re-delivery of the Goods. If you specify an early delivery date and or the Goods are of a specification that are non-standard and which comprise a "Special Order", we will notify you of the availability of the Goods for delivery. If you fail to make payment of the balance of the purchase price due to us and or for any other reason do not accept delivery of the Goods on the date we notify you of our intention to effect a delivery of the Goods you will be liable to pay to us all additional charges thereby incurred, to include transportation, storage and administration charges

(calculated at a minimum of 5% of the total value of the order including the total price agreed to be paid for the Goods and delivery costs).

On receipt of the Goods into our distribution centre, we will contact you to arrange delivery.

6. Target Delivery Dates will be arranged within our normal delivery areas on designated days, which we will notify to you.

You must inspect all goods on delivery and advise us of any shortfalls or visible damage, we cannot accept any claim for damage where the product is not unwrapped and inspected at the time of delivery. Any damages in transit must be advised with 48 hours of receipt of your goods and be supported with photographic evidence. This clause is stipulated by our carriers whom we will be claiming against on your behalf.

Note that you will have been advised separately if the delivery crew is able to undertake any assembly work (this applies only to certain ranges). There may be an additional charge for this service.

7. Returns

If for any reason upon delivery of the Goods, you change your mind and wish to return the same to us, you will be responsible for the costs associated with their return and you may also be liable to pay a re-stocking charge. Before returning the Goods for any reason, you must first contact us and obtain a Returns Authorization. You will be required to quote the Returns Authorization Number when returning the Goods to us at the Returns Address notified to you

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when we provide you with the Returns Authorization. Any Goods returned to us without a genuine Returns Authorization Number will not be accepted and no refund of the purchase price for the same will be made.

8. Split deliveries

Where you have selected multiple products from us it may be possible to make more than one delivery to you. There may be an additional charge for this service.

9. Delivery dates

All delivery dates quoted at the time of your order and on our website are estimates. Whilst we make every effort to ensure that we honor estimated delivery dates, it is possible that circumstances beyond our control may cause delivery dates to be changed.

10. Storage

Unfortunately we do not have the facility to store your product for any length of time therefore if you cannot take the product within two weeks of us advising you of its availability, we will charge storage charges of £25 per week for a maximum of four weeks, after which we deem the order to be cancelled.

Where the product is a standard stocked line, the stock will be returned to free stock, which means that it will be made available to other customers. In this case we cannot guarantee immediate product availability when you are ready to take the order.

This will not apply where a product is available earlier than the lead time indicated or where you have

specifically stipulated by a 'Not before by date' at the point of order.

11. Disposal of old furniture

We cannot collect or dispose of your old furniture. However we ask that you do not dispose of your old sofa, table or bed if at all possible until delivery has been made as, in the unlikely event of a delivery problem arising, we cannot guarantee a loan piece of furniture.

12. Access

If arranged at the time of ordering we will do our best to place the goods in the desired location, provided there is reasonable access. It is your responsibility to ensure that the product can be delivered into your home and into their chosen location. It is essential therefore that you discuss any possible restrictions on access into your home at the time of ordering. You should think in particular about vehicle access, lifts and tight stairs etc. If windows or doors need to be removed in order for access to be gained it is your responsibility to arrange this at your cost and risk. The same is true for the hire of cranes or any specialist equipment.

13. Colours and finishes

Photographs displayed on our website and display models and samples in our stores are representative of the finished product. Whilst every effort will be made to match all colours and finishes, goods are supplied on the understanding that there may be slight dye, shade and grain variations, particularly with natural products such as wood. Leather products are made from quality

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hides and may not be uniform in colour or texture and will show natural marks and scars. Where stated, some images have been digitally created to illustrate the colour options available for this range. These colours will be affected by your monitor and by your printer and therefore may not be 100% accurate to the finished product. Exact colour swatches can be seen in our showroom.

14. Size and description of product

All sizes quoted are approximate. Size and product descriptions are given in good faith from our supplier's information. Products are manufactured to perform within the appropriate industry measurement tolerances.

15. Variation in product specification

Due to the shortage of certain new raw materials, changes in legislation or safety requirements some products supplied by the Company may have minor technical alterations and could differ slightly in actual construction from the goods shown in sample or pattern form. The Company states any changes that are made will result in the performance of an equally high or improved standard. The quality coding will remain the same and the quality guarantee will continue to apply.

16. Guarantee

All goods supplied are guaranteed by the manufacturer for a period of 12 months from date of delivery in respect of faulty workmanship or materials. Your statutory rights are unaffected.

17. Extended warranties

At this time we do not offer extended warranties. We feel that they do not offer value for money as many items are covered by your household insurance.

18. General care

The product(s) supplied are to be used for the purpose and in the manner for which they were designed. Most manufacturers include care and maintenance advice with their products, which should be read and followed. No responsibility will be accepted for damaged caused by cleaning if the care and maintenance instructions have not been followed.

19. General Provision re Cancellation of an order.

19.1 Where an order for the Goods is placed via the Internet or by telephone (or by any means where the Purchaser does not attend at our Showroom) the Purchaser shall have the right to cancel the Order within 7 days by a notice in writing received by us prior to the expiration of this period pursuant to the Consumer Protection (Distance Selling) Regulations 2000 (and as may be amended from time to time).

19.2 There is no right to cancel any order for the Goods placed when the Purchaser visited any of our showrooms. However, Romo reserves the right to cancel such an order and if necessary to impose a cancellation and or re-stocking charge for up to 30% of the order value at our discretion.

19.3 Amending or cancelling your order WITHIN 7 days of placing your order via our website or by mail order.

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We promise to give you a full refund if you change your mind for any reason within 7 days of placing your order with us. After this date we will have in most cases a binding contract with our suppliers to supply or make your product.

19.4. Cancelling your order AFTER 7 days of placing your order via our website

19.4(a) Made to Order Products

Made to order products have been produced specifically for you, therefore no refunds or exchanges can be made after 7 days of placing your order unless there is an error on our part regarding the product specification, or the item is found to be faulty.

19.4.(b) All Other Products

Items cancelled after 7 days of ordering that are not Made to Order will be refunded. Any refund agreed will be made within 30 days of the cancellation date. There may be a re-stocking fee charged of up to 30% of the order value at our discretion.

If you cancel your order once it has been delivered, you must not use the goods, must take care of them, and must make them available to us when we call to collect them on the date we will agree with you. Please ensure that the goods are maintained in a saleable condition and in their original packaging. The cost of delivery will not be refunded as this is a service that has been carried out on our part.

If you do not comply with your obligations above, we will not agree to the refund or may make a reasonable

charge to cover any costs that we incur (for example in respect of wasted collection journeys or goods that you have damaged or lost). Your statutory rights are not affected.

20. Exceptions to this policy

The Cancellation and Refund policy described above will stand unless:

20.1. We have not followed your instructions clearly and the wrong product was ordered.

20.2. The product is found to be faulty.

21. Cancellations by Romo

We reserve the right not to accept an order if:

21.1. We are unable to fulfill the order.

22.2. If we are unable to deliver the product to your area.

22.3 If an item was incorrectly priced or described in our showroom or on the web site.

22.4 If your payment was not authorised

22.5 If you have not complied with our terms and conditions of sale

22.6. If we believe the transaction to be fraudulent

22.7. If an order is cancelled by Romo, any payments made to us will be refunded within 30 days of the cancellation.



22. Returns

Please note that Romo does not offer a free returns service. If any item is to be returned to us then this must be sent to the address Provided in the original packaging. We recommend obtaining insurance for the return since we cannot be held responsible for any losses.