



The Webs largest collection of High Quality  
Hand Made Solid Rosewood Furniture  
"Classic or Contemporary - Always Stylish "

T: 01753 648994

E: sales@rosewoodfurniture.co.uk



We can build any item on our site to any size.

We can also build Bespoke furniture from Customer supplied Photographs to any style

## **FINESSE FURNITURE FAQ'S & CONDITIONS OF SALE**

**Revised May 2008**

### **HOW WE WORK: LEAD TIMES ON ORDERS**

we operate in the following way. We take orders from Customers and a 30% deposit at the point of order. We then e mail the order to the factory to start production on the furniture. The factory will then build the furniture, apply the finish and then pack it and store it for us whilst we fill the balance of the container.

Each time we receive an order **we update the graphic on our Intro page to show how full the container is after the order is added.** We then wait for other customers orders to come in and gradually fill the container. Once we have filled the container with Orders we close the container off. From this point it will take around 6 - 8 weeks for the factory to build the final customers furniture before the container will be ready to ship.

**Please do not ask us how long the furniture will take to arrive as we cannot tell you. It all depends on how fast our orders come in. All we can assure you is you will be delighted with your furniture when it arrives - but please remember this is all hand built to each customer's specification and takes some time.**

We cannot be specific on arrival in to the UK as to delivery dates as Customs have input into whether our container gets searched or not. A customs search normally adds up to an extra week on clearance. We then have to move the container via trunker to our Freight Agents Warehouse for unloading and sorting. Even once unloaded at the Freight Agents Warehouse - times need to be arranged between the Freight Agents Warehouse and the Couriers who deliver on their behalf. All deliveries must be signed for. We cannot commit to timed deliveries under any circumstances as these are all outside of our control and there are many influencing factors such as traffic and road works. Once the good have arrived they are nearly always delivered within a week or two - but when we have many deliveries to go in different directions - this can take more time. For smaller items we use an overnight courier service – we use a next day service – and again goods will not be released without a signature. Our couriers are specifically instructed not to leave anything without a signature – to cover both ourselves and you as our customer from loss or claims that goods were left somewhere. We are a furniture importer not a transport company. We can guarantee that your goods will arrive as quickly as possible but this is all we can commit to for the reasons stated above.

### **FAST FREIGHT**

If you cannot wait - ask us for a price on FAST FREIGHT SERVICE LCL which takes around 6 weeks to build and 3 weeks to ship. The downside though on this is you have to pay the Sea Freight and Crate charges as well as the Port Fees - which all come included if you add to our container. Furthermore – you have to arrange to collect your own furniture from the port on arrival in the UK as we only collect and retrieve full containers to keep it economically viable. If we quote you for Fast Freight on any order - we will offer prevailing shipping rates at the time of quoting. These can fluctuate and we therefore reserve the right to amend shipping rates at any point up until the point of despatch - should the rates be adjusted by our shippers. This is outside of our control and any rate changes will be passed to the customer. This is a condition of Fast Freight

### **PAYMENTS**

#### **PAYMENTS & CANCELLATION**

**Once an Order has been placed - the deposit requested will be deemed non returnable under any circumstances. This is because we have to transfer the Money to the Factory before they start production on any piece of furniture and this is to cover set up and material purchased to make the furniture. We will not refund money under any circumstances on the initial deposit for this reason – as we create a binding contract with our supplier to pay this money and commit to the order**

If - for any reason the Purchaser decides that they want to change the specifications after payment of the deposit - we will of course work with the factory and the client to try to satisfy their requests if at all possible. This will not be possible if the production process has already begun on the piece without further cost implications – but we will always report concisely with all available options. Finesse Furniture Ltd accepts no liability if the modifications cannot be made or the client does not wish to pay any extra fees involved. **If you wish to cancel your order - you will lose all monies paid**



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## RETURNS

### **ALL FURNITURE ORDERED FROM US IS NOT RETURNABLE UNDER ANY CIRCUMSTANCES**

Once ordered you are committing to purchase the furniture regardless of whether you change your mind or not.

## NON PAYMENT OF 2ND AND 3RD PAYMENTS

Having paid your deposit - we send the money to the factory to start work on the furniture for you to your colour choice - and we commit at this stage to our supplier that we will pay them in full. **IF YOU LATER DECIDE YOU DONT WANT IT AND DO NOT PAY EITHER OR BOTH OF THE REMAINING TWO PAYMENTS - THEN WE RESERVE THE RIGHT TO SELL THE FURNITURE FOR WHATEVER PRICE WE CAN GET FOR**

## LATE FINAL PAYMENTS & STORAGE CHARGES

**In the event of your final balance payment not being made by the date when the furniture arrives with our Freight Handlers - we reserve the right to charge Storage on a daily rate until such time as the final payment is made - if it is charged to us. This never normally happens and our handlers are very amenable.**

In these circumstances where they end up storing furniture because we have not been paid - then the charges may be applied - and in turn we will require full payment of the balance payment and any storage charges incurred due to late payment - prior to release of the goods

## OTHER PAYMENTS

We realise that 75% before the goods leave port is expensive. Please see below for the way in which we conduct our business with our supplier. As with most Asian companies - we have to pay

- \* 30% to start production (this is immediately transferred to the factory to start production and is NON REFUNDABLE)
- \* 45% payment prior to shipping the goods. (This is normal trading procedure for this part of the world)
- \* Freight and Insurance Charges in Full before the goods leave the Port.
- \* The goods are then shipped to the UK

Then - before the goods can leave the UK Port - we have to pay:

- \* VAT on the entire shipment at the Port before the goods can clear
- \* Documentation charges and Customs Clearance fees
- \* The cost of an articulated trucker to collect the sealed container

For your own security we recommend that you pay by Credit Card as this affords extra security for you. Once your payment has been made - we transfer the funds to the factory to start production. Payments once made are not refundable - however we may at our discretion issue a refund if the funds have not been transferred to the factory for production to start. In the event that we do decide to issue a refund then we reserve the right to reclaim the processing fees which we are charged by the Credit Card Company. On GBP Payments we are charged 2.5% processing fees for taking a payment - and on US\$ we are charged 3% for taking a payment.

## WHITE GLOVE DELIVERY

We CAN OFFER you a "White Glove" Delivery Service through Reeves - who can often deliver for less than the Crated prices shown on the Website. **All deliveries quoted this way assume you will help the driver to unload on arrival.**

**If you want 2 drivers to fully unload and carry in - this can be arranged but will affect the quoted price !**

Our prices are based on delivery to the front of the driveway to your building at ground level - and not upstairs. If you can reach a personal agreement with the driver then this is fine - but our price is to the door of the building.

**IF THE FURNITURE IS TO BE CARRIED UPSTAIRS - YOU MUST PROVIDE HELP AS THE DRIVER MAY NOT PHYSICALLY BE ABLE TO MANAGE BY HIMSELF.** If you do not want to do this then please request a price for a Driver and extra men before you order. All fittings such as brass handles are supplied inside the cupboard doors in bags. It is not the responsibility of our drivers to fit handles due to the time it takes to screw them all in. This also applies to the fitting of adjustable shelves in cupboard units.

They will collect from Abingdon on arrival and deliver to your door saving the need for a Crate and courier.



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### WHITE GLOVE DELIVERY - INSURANCE FROM REEVES WAREHOUSE TO YOUR DOOR

**We insure your furniture ALL RISKS until it arrives at Reeves warehouse when the insurance cover ceases.**

To be able to cover the onward delivery of your furniture fully insured after it arrives at our warehouse - The Insurers require that Reeves have to "pack the furniture" themselves.

To achieve this they will basically have to re-pack the already packed furniture inside an additional wrapping (Removals Blankets). The home delivery is then insured for up to £50,000 under their removals insurance Policy.

Although all goods are well packed in the factory - this is the only way we can insure the onwards journey to your home.

So if for example they quote £120 + VAT for the delivery and you have a 2 seater and a 3 seater sofa - the price is calculated as follows:

Delivery £120 + VAT  
Pack 3 seater Sofa £20 + VAT  
Pack 2 Seater Sofa £20 + VAT  
TOTAL £160 + VAT  
Plus All risk Insurance @ 6% £9.60  
**TOTAL: £169.60 + VAT Delivered**

**This Insurance is NOT mandatory and there is a very good chance it will arrive in Good condition in the Factory packaging - but for safety we recommend insuring the furniture for its final stage of the journey to your home**

### DELIVERIES OUTSIDE OF OUR LOCAL AREA OF CRATED FURNITURE

We require payment in full of all consignments which are to be sent out by our Freight Forwarding Agents before the goods leave our warehouse. All deliveries outside of our local area will be handled by our Freight Forwarding agents.

**OUR QUOTATIONS ARE BASED ON COURIERS DELIVERING YOUR CRATED FURNITURE TO THE ENTRANCE OF YOUR DRIVEWAY.** They are not paid to carry the furniture out of the crates into your house - so please do not ask for this service as they are not Insured for this.

Most drivers are courteous and helpful - and if you wish to make a personal arrangement with the driver - this is fine - but it is not covered in the quotation for home delivery - which is quoted "To your DRIVEWAY ENTRANCE ". As the furniture is very heavy - **WE SUGGEST YOU ARRANGE FOR EXTRA PEOPLE TO HELP YOU UNLOAD THE CRATES INTO YOUR HOME** if this is a problem. All fittings such as brass handles are supplied inside the cupboard doors. It is not the responsibility of the courier to help you unload the Crates from the vehicle. We use a courier service which will get them to your driveway - but it is your responsibility to arrange sufficient help to unload. Please remember we never know who will be delivering in your area as we use couriers across the UK - hence we only offer a "Crates to your Drive "service.

**All crated deliveries are sent UNINSURED from the minute when they leave REEVES ( At this point our ALL RISKS cover ceases ) We can however arrange additional onwards insurance on the crated delivery if required - please ask us for a price \*\***

### LATE FINAL PAYMENTS

In the event of your final balance payment not being made by the date when the furniture arrives with our Freight Handlers - we reserve the right to charge Storage on a daily rate until such time as the final payment is made - if it is charged to us.

The freight handlers are normally extremely helpful and are always happy to ensure you get your delivery at a convenient time to suit you as long as we have released notes to them (which we do as soon as payment is received). They will be as flexible as you need when arranging delivery.

We have only ever received charges where our customers have failed to pay us which has resulted in lengthy additional storage by our freight handlers.

In these circumstances where they end up storing furniture because we have not been paid - then the charges may be applied - and in turn we will require full payment of the balance payment and any storage charges incurred due to late payment - prior to release of the goods.



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## LEAD TIMES

All lead times given are approximate - and can only be given once we have placed an order for a container load. Due to the nature of our Business - it can sometimes take a long time to fill a container - but this is outside of our control. The goods are made abroad and then have to be shipped and Customs cleared - so we can never be specific about delivery dates. We will however attempt give a good estimate based on the information supplied to us by the factory if required. If you ask us to assess an approximate delivery date at the point when you order - we will endeavour to be as accurate as we can based on previous experience - but this information will only ever be a guess - based on the container status at the time. We cannot be held responsible for variance in delivery time to any suggested dates - as there are too many factors in the process of manufacturing your furniture - through to shipping availability etc - which can affect the final lead time.

## LEAD TIMES ON CONTAINER FROM POINT OF ORDER

Normal lead times from the point where we order a Container are (approximately) 5 - 7 weeks to build and finish the final furniture which is ordered - and around 3 - 4 weeks to freight to the UK. These are approximate lead times only as all of our orders are built to customer's specifications - so we cannot be liable for any time variation caused by matters outside of our control.

## SPECIAL OFFERS AND PRICES CHANGES WHILST THE CONTAINER IS FILLING

Whilst the container is filling - we may at time to time deem it necessary to advertise some "Special Offers" in a bid to speed up the loading time of the container. All Special Offers are advertised for short periods of time to prompt orders from customers and we from time to time may offer products at cost price simply to speed the container filling time up.

Once your order has been placed with us and your deposit has been paid - we buy in US\$ at the prevailing rate to pay for your furniture. **If you later see the same item on our site as a result of either a Special Offer or as a result of us lowering or raising prices in response to Currency fluctuations - we will under no circumstances make any changes to the price quoted.**

## SILK AND MATERIAL COLOURS

All silk and material colours shown on our site cannot be guaranteed to be identical. All swatches have had to be scanned to put on the Website and the light from the scanner can change tones slightly. If you are concerned about this - please e mail us and we will send you a Sample of your chosen colour - which will need to be returned to us recorded delivery.

## TUNG OIL FINISH

The Tung Oil finish on our furniture is produced by hand. Whilst our samples give an idea of colour - we cannot guarantee the final colour being identical - as the pigments in each batch of oil will vary - and the effect will vary depending on the tone of the wood used for each piece. It is also not uncommon for rosewood grain to have different tones and sometimes texture variance. As wood is a natural product - this is an accepted fact.

## FLOATING CENTRE PANELS

All of our Rosewood furniture has been designed with floating panels built into each face of the furniture. These are designed with tongue and groove joints and are the reason behind the "grooves" which you will see on the tops of all our desks and tables etc and on each face of the furniture. These grooves and the floating panels they accommodate are specifically designed to take up the movement which occurs in all solid wood furniture both seasonally and when it is moved into a new environment and atmosphere. The grooves allow the structure to take up expansion and contraction in the main panels of the furniture.

During the first month or so, you may be alarmed to hear the occasional "crack". This is not the timber cracking. This noise occurs when the varnish at joints in the grooves comes under tension as the panels expand or contract and then suddenly releases as the varnish at the joint within the groove gives and "cracks" with the movement. The furniture will, however, quite quickly adjust and settle into new humidity and temperature conditions, at which point the movement stops - unless and until the environmental conditions change again. If and when this happens the grooves will again



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come into play and allow the furniture to adjust without warping, deforming or the timber itself cracking. Once the varnish has "given" once any later movement is however usually silent.

All solid timber furniture when it is new or moved into a different environment will adjust to its new environment and move. Unless movement has been allowed for in the design of solid timber furniture, it can and invariably does result in the furniture warping and/or the timber itself splitting and cracking causing irreparable damage. Our furniture is designed specifically so as to avoid this happening.

### FLOATING CENTRE PANELS

With the Floating Centre Panel method of construction - it is normal for a little shrinkage or expansion to occur when the furniture is placed into a centrally heated house - as it settles. This results in an exposed area of wood alongside the edges of the floating panels becoming visible - and sometimes on the same newly exposed section (the lowest pieces of wood inside the groove) also small hairline splits in the wood. This happens with all Solid Wood manufactured using floating panels. With a fixed panel construction- heat or cold can cause the wood to expand or shrink and cause the timber to crack. With floating panels - the central panel can expand or contract freely - preventing the wood from splitting - but the result can be on shrinkage that you end up with a line of unpolished timber appearing around the grooves.

### THIS IS PERFECTLY NORMAL AS THE PRODUCT IS SOLID WOOD!!!

We recommend leaving the furniture to settle for around 4 months - after which time it will have stabilized. A good French polisher can then come and touch up the lines around the edge of each panel to cover the shrinkage marks. The shrinkage will normally only happen as the rosewood furniture acclimatizes to your home surroundings - and once it has settled and been polished out should never occur again. This also applied to ridges and minor warpage around the edge of panels during shrinkage. They can be taken down by a French Polisher with fine grade 000 wire wool and polished out invisibly - so no not worry if shrinkage occurs

All solid wood will expand and contract a little with temperature changes. It is a natural product and will move until it settles in the humidity of your home we recommend leaving the furniture to settle for around 4 months - after which time it will have stabilized. A good French polisher can then come and touch up the lines around the edge of each panel to cover the shrinkage marks. The shrinkage will only normally ever occur as the rosewood furniture acclimatizes to your home surroundings - and once it has been polished out should never occur again. This also applied to ridges and minor warpage around the edge of panels during shrinkage. They can be taken down by a French Polisher with fine grade 000 wire wool and polished out invisibly - so do not worry if shrinkage occurs

### WOOD COLOUR AND FINISH

As each piece of timber is unique – it will take the wood stain slightly differently to other pieces. For this reason on all real wood furniture you will see colour variances between different panels. **WE CANNOT GUARANTEE WOOD COLOURS** for this reason. If you buy real wood furniture then you should accept and be ready for some colour variance which actually adds to the beauty and individuality of each unique product bought from us. We offer Wood colour samples as an indicator of wood tone only – and by placing an order with us – you accept this colour situation. Solid wood furniture can also of course have imperfections, dents or pit marks in its surface by virtue of the fact it is a natural product. Each piece is unique. For example one panel may be smoother than another and also a different colour to its neighbouring panels. With all wooden furniture you need to expect some minor marks and indentations on the surfaces and these are considered to be normal. When polished they do not detract from the overall beauty of our furniture. Due to shaping of the parts used to construct each piece - it is not always possible to "sand out " some dents as this would distort the overall shape of the part being worked on - for example on arms and legs of our products. The factory will sometimes add a toned filler to fill imperfections in large panels - as there is no "perfect wood surface" but overall you can expect as good a surface finish as can be achieved on our furniture. If you want furniture with a perfect finish, a uniform colour or a totally unblemished surface -then it may be better to look at veneered or laminate furniture where a thin sheet is applied over a many made board thus removing the blemishes associated with solid wood furniture - and also a uniform colour is more achievable.

### MISINTERPRETATION BY THE FACTORY

The factory is in Central China. Our contact who runs the factory is based in Hong Kong. When we place our order our contact interprets the English and translates to Chinese for the workers. Sometimes the factory have been known to change specifications if they feel it achieves a better finish or is more practical. In these circumstances - which are quite rare - the factory will always contact us to advise of the changes made. In these circumstances - the factory will then either offer a discount for you to take the furniture which they have modified - or will offer to remake the furniture to your





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spec ( which may cause some delay ) or alternatively will offer a full refund and will sell the furniture elsewhere. Finesse Furniture Ltd cannot accept any liability for changes made to customer's orders outside of our control. Should this happen - as soon as we are contacted to advise of any modifications - we will offer you the same alternatives - a full refund, a remake ( which may extend delivery time ) or a discount to take the modified furniture as interpreted by the factory.

In the unlikely event of any product being made incorrectly by the factory (i.e. not to your specifications) – we will offer a remedy by way of replacement (on our next container) or refund if you do not wish to wait for a remake \*\* Subject to the approval of the factory.

#### LIMITATION OF LIABILITY ( CONSEQUENTIAL LOSS )

Every endeavour is made to supply goods of sound workmanship and materials – but no guarantee, warranty or condition, statutory or otherwise is given or implied as to the soundness, workmanship, efficiency, merchantable quality or fitness of the goods supplied for any particular purpose . Complaints or faulty materials will be investigated in conjunction with the Manufacturers concerned – and upon any examination should it be proved that the furniture has been damaged on site or has been exposed to adverse weather conditions – we cannot accept responsibility. We shall be under no liability whatsoever for the cost of removing such goods – and any other consequential loss or damage direct or indirect whatever the nature.

The Supplier's liability to the Customer whether arising under contract, tort (including negligence), statutory duty or otherwise for any loss or damage shall at the Supplier's option be limited to recovery of direct damages not exceeding the cost of repair or replacement or re-supply of the Products or equivalent products. The Supplier shall in no event be liable to the Customer for any indirect, economic, incidental, special or consequential loss including, without limitation, loss of profits or use or goodwill or anticipated savings or revenue or contracts, whether or not the Supplier has been advised of the possibility of such loss.

To the extent permitted by law, no warranties or conditions including implied or statutory warranties or conditions relating in any way to the Products (other than those expressly contained in this Agreement) shall apply.

#### IN THE UNLIKELY EVENT OF PROBLEMS ON DELIVERY

We bring all furniture into the UK on sealed containers with all furniture being pre wrapped and packed by the factory. We never unpack furniture until we arrive at a customer's house to ensure that it travels well protected. If there is a problem with any of the furniture when it is unpacked - we will offer you the following options in the following order.

##### Option 1

Offer to take it back and replace it for you if it has been made incorrectly This gives you the right to refuse to accept the goods as they are not to your specification - and we will replace them for you to your spec on our next container import - or issue a refund if you prefer.. Our liability should the wrong goods be supplied is to either replace on the next container or refund you in full. As clearly we have no control over what is packed and sent - we will not be able to get the furniture remade and shipped by air or sea as we do not allow for this in our pricing structure.

##### Option 2

If you choose to keep the furniture having seen the problems with it - then we will carry the goods into your house and unpack them for you. We will then on our return e mail the factory and advise them of the problems - and obtain a discount from the factory for your inconvenience. Once you have opted for us to carry the furniture into your house - the delivery will be considered good - and you may not later change your mind and attempt to reject the goods.

##### Option 3

If the furniture is correct to your order specifications - but you do not like it when it arrives - we do not accept any liability whatsoever as it is your responsibility to check the specification carefully at point of order.

#### MISSING ITEMS



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We have had a couple of problems in the last 18 years where in error a piece of furniture has been left at the factory in error when loading – and also where a customer has ordered multiple items but only 1 has been made by the factory in error. In the event of an expected item not being in the container when it is unpacked – we can only offer the following solutions

1. We can offer to refund you in full for the missing item(s)
2. We can have them added to the next container we ship to the UK

We cannot and do not accept responsibility for these occurrences which are totally outside of our control and whilst we appreciate this is very annoying – we are in the hands of the factory when they load.

#### DAMAGE IN TRANSIT

If any damage should occur in transit en route to the UK - the procedure is as follows. The goods are shipped to Southampton or Felixstowe ports. Here they are Customs cleared and send to our Freight Agents warehouse for unloading. If there is any apparent damage to the packs upon unloading - our Freight Agents will sign the delivery as damaged. We have to notify the Insurance Company immediately and prevent any collections / Collections from being made until the Insurers notify us whether they will send down an assessor to view such damage. This is an inconvenience - but the goods will become uninsured immediately they are removed from the Warehouse - so please be aware of this. We will always push hard from our end to resolve such problems as quickly as possible.

#### CRATED DELIVERIES

For crated deliveries - please just sign as accepting the crate in good condition. We do not expect you to open the crate before signing. The wooden crates are very tough and we have never seen damage inside the crate. From time to time we may opt to charge for a crated delivery - but in fact to have the item Hand delivered for the same price and not to crate the furniture - if our load permits. This way you get white glove delivery for the same price as a rate and courier service \*\* In the event we choose to do this - the crate fee is non returnable as the White Glove delivery costs quote a lot more than the Courier service on a crate - but offers you a better all round experience. \*\* This is only ever done at our own discretion and all goods are fully insured \*\*

#### DIRECT UK AND EUROPEAN INTRODUCTION

As we cannot import to the UK or Europe any more whilst trying to achieve the NMRO requirements - we may offer to put you into direct contact with the factory so you can buy direct from them. We will if required ask them to provide shipping to your Country and will furnish you with all of this information as we don't believe they should lose trade due to our EU legislation. They are outside of the EU and are not governed by the same restrictions as us importing to the UK. Should you wish to proceed - this is at your own risk - as we are not party to the transaction in any way. Furthermore we privy to any countries legislation as regards this law other than the UK. We have dealt with the factory for over 20 years and can guarantee they will send the crated furniture - but should your country have an issue with you buying this product in from China - you would be responsible as you pay the factory direct - not Finesse Furniture Ltd. We offer this option only to those in urgent need of more furniture who cannot wait for us to comply with the NMRO requirements

#### COLLECTIONS

For those people wishing to collect from our freight Agents Warehouse - please be aware of the following statement

**ALL FURNITURE IS FULLY INSURED UNTIL IT ARRIVES AT REEVES WAREHOUSE.** This is because it is inside a Sealed Container.

**IT IS YOUR RESPONSIBILITY TO CAREFULLY UNPACK AND CHECK YOUR FURNITURE BEFORE IT LEAVES THE PREMISES AS IT IS NOT INSURED FROM THE MINUTE IT LEAVES THE REEVES WAREHOUSE.**

**ALSO PLEASE GO THROUGH YOUR FURNITURE CAREFULLY TO MAKE SURE YOU HAVE ALL YOUR PACKS AS WE CANNOT ACCEPT ANY LIABILITY FOR PACKS LEFT AT REEVES WAREHOUSE BY MISTAKE. IF YOU OPT TO COLLECT FURNITURE FROM REEVES. ON COLLECTED FURNITURE IT IS YOUR RESPONSIBILITY TO CHECK AND CONFIRM YOU HAVE ALL PARTS BEFORE YOU SIGN THE PAPERWORK.**



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REEVES are very amiable and will be quite happy for you to carefully remove the outer packaging in their warehouse to check all is well with your furniture – and then of course to re-wrap the furniture before you leave.

**If you choose to remove your furniture WITHOUT UNWRAPPING IT FIRST – then we WILL NOT ACCEPT ANY LIABILITY for any damage problems discovered after the furniture leaves the warehouse.** The insurers will otherwise state that of course you could have caused damage to the furniture carrying it out of your van or damage it carrying into the house.

**ANY DAMAGE MUST BE NOTIFIED TO REEVES AT THE POINT OF COLLECTION AND THE FURNITURE LEFT WITH REEVES - UNTIL THE INSURANCE COMPANY HAVE BEEN NOTIFIED.**

We will then liaise with the insurers on the best way to deal with any such damages. For minor damage - such as surface scratches caused in transit - we normally opt to pay for a French Polisher to carry out the repair at our expense to quickly restore the furniture to its expected finish. This is the quickest and most effective solution for minor marks. As the furniture is made in Central China - there is a lot of shipping and handling in various ports en route to the UK - and sometimes minor damage can occur. We normally prefer the French Polisher option as it quickly and professionally restores the furniture to its original condition - invisibly.

We will not be able to offer an immediate replacement as all orders are built to specification - but we will make contact with the UK Insurance agents on your behalf to arrange a visit by them to inspect the damage (wherever this is deemed to be the requirement by the Insurance agents).

They will then contact the Insurance company to report damage from where the decision will be taken by the Insurers on which is the best way to remedy the problem. As you can appreciate - we are furniture importers and not an Insurance company - but we will always endeavour to pursue claims on your behalf as best we can to ensure a satisfactory outcome. Normally this will be by way of either a French Polisher to repair minor damage - or if necessary (where sanctioned by the Insurance company) a replacement to be made and shipped to the UK on our next container order. This will always be the way in which replacements will be sent to the UK due to the prohibitive cost of freighting single items to the UK from the factory - so please do not expect an Immediate replacement - as the unit will need to be remade, refinished, packed and freighted. Our prices reflect this style of service and not Air freighting of replacements should they ever be required (in the rare event of a problem.)

### **BESPOKE FURNITURE**

We are happy to build furniture to your own photographs or specifications. However during the process of matching your requirements - the factory may decide that the furniture has to be constructed in a different manner to that which you may have seen if you have visited us - to achieve the look and dimensions that you are looking for - or to maintain the required amount of strength in the final products. They are the experts and we never forget this.

If you order Bespoke furniture from us - all orders are placed on the basis that the Factory can design and build your furniture in the way which they deem to be the most appropriate from a construction point of view. For example if you order a standard bed from our range - it will come with around 5 slats - and two top panels. If you order a bed to match your own design- or indeed a photograph - the factory may opt for example to use maybe 10 top slats and no top panels - if it suits the style of furniture from your supplied photograph. Finesse Furniture Ltd will not entertain any claims that furniture is not built in the same manner as our standard product range - as this may not be practical or aesthetically pleasing. We have 100 per cent faith in the design and construction skills of our factory- and are happy that any bespoke furniture supplied will meet the same level of construction as our standard range of products.