

## Payments & Delivery

### Online Shop Payments:

All online payments are via PayPal for your security.

## Delivery

### Charges on small Items:

All small packaged items will be sent via Hermes signed for. Delivery charges will be added on at checkout depending on the weight and size of the product. Please visit <https://www.myhermes.co.uk/our-services/our-prices/> for a guide on how delivery fees are calculated.

On delivery to you, I try to use as much recycled packaging as possible.

All items will be dispatched when payment has cleared and should reach you within 3 - 5 working days. Please allow extra time if your order is placed on or before the weekend.

We only post to mainland UK and excludes Scottish Highlands and Islands, Northern Ireland, Eire, Isle of Man, Isle of Wight and the Channel Islands.

## Furniture

All items are available for delivery. A specialist furniture courier company will be used for UK deliveries, please contact us directly at [enquiries@bluesandhues.co.uk](mailto:enquiries@bluesandhues.co.uk) or 07513 009 671 for a quote prior to ordering. This price will then be added on to your payment at checkout.

Delivery can only be made to mainland UK and excludes Scottish Highlands and Islands, Northern Ireland, Eire, Isle of Man, Isle of Wight and the Channel Islands.

Furniture items will be dispatched when payment has cleared and should reach you within 7 - 14 working days

### Exceptions:

For delivery to the Scottish Highlands and Islands, Northern Ireland, Eire, Isle of Man, Isle of Wight and the Channel Islands please contact us for advice on delivery charges and timing.

### Europe and worldwide:

We are happy to source a quote for international shipping however we do not take responsibility for any duties, taxes and restrictions and this responsibility has to lie with you, the customer. Please contact us before purchase for all international purchases.

We will make every effort to deliver at a time convenient to you within two weeks of your purchase.

Large and heavy items will be delivered to ground floor only.

Items that don't fit:

We cannot take items back in the eventuality that they won't fit. We cannot stress enough that it is vital to measure not only the space that you are planning to put the item, but to also check access to this space including turning & manoeuvring and restricted spaces such as doorways and stair wells.

Collection In Person/Couriers:

You are more than welcome to collect your furniture in person, but please make sure you have adequate blankets, wrapping and room in your means of transport so damages do not occur, as I cannot be responsible for any item once its left the premises. Alternately, you may choose to use your own courier, we are based in Ash Vale, Surrey, GU12 if you would like to get an independent quote.

Items being collected by yourself or courier should be collected within 14 days otherwise a storage fee will be levied.

#### Returns - Damaged/Faulty Goods

If goods arrive damaged, faulty or not as ordered, please contact us within 24 hours so that we may rectify the situation with a replacement or refund. Please contact us directly at [enquiries@bluesandhues.co.uk](mailto:enquiries@bluesandhues.co.uk) and let us know in writing what the problem is including close-up pictures of the issue.

Please then return the item wrapped and in the original packaging at your own cost. Please also include your contact details. Returned items remain your responsibility until we receive them back, therefore, you are advised to use a signed for postage option or certificate of postage to ensure items are kept safe.

Once the item has been received safely back, we will refund the price of the item excluding all postage.

If the item is returned in damaged or used condition we may deduct the funds to repair (if possible) from your refund. All refunds will be made within 14 days of receipt of the returned item.

#### Painting Commissions

On quotation.