

## Conditions of Unitmovements Home Delivery Services

We pride ourselves on simple but affective deliveries to all our customers. We want your goods to arrive on time, with your entire order complete, damage free and with polite delivery personnel. Every customer is different and we do our very best to accommodate everyone. These T&Cs are set out to help both customer and delivery personal and act as a guide towards simplifying any issues that may arise.

### **1. General Information**

- 1.1** Unitmovements supply a home delivery service. We operate mainly as a two-man delivery teams, specialising in deliveries to South Wales and the surrounding areas. Our customer service phone number is 02922 331155. Our address is: Unitmovements Ltd, Units 2/3, 1 Field Way (Maes-y-Coed Rd), Cardiff, CF14 4XP
- 1.2** If a home delivery request is made through IKEA, your items and details will be passed on to us. At no time will Unitmovements take any payment from you.
- 1.3** Any feedback regarding the services of home delivery should be made to the above phone number, mailing address or customerservice@unitmovements.com
- 1.4** The home delivery service works on a first come, first served basis. However please contact us for more information on timed deliveries and specific days.

### **2. Goods inspections at Home Delivery**

- 2.1** Unitmovements staff will check all products presented for any external damage and note any internal damage noticeable. We reserve the right to refuse damaged or incorrect items on any consignment.
- 2.2** We will agree the next available time slot with you. The home delivery service works on an instant gratification policy, and the home delivery staff will offer you a day of delivery within 7 days.
- 2.3** Each customer will be provided with a handover sheet, which they are required to sign. This will confirm products to be delivered and time and date. Any "Bargain Corner" products will be protected as much as possible. These items are restricted to a ground floor delivery only. We will do our best to accommodate a ground floor delivery but the drivers have the right to refuse if they believe the product or your property may become damaged as a result of your request. We take no responsibility or liability to flooring of any kind if "Bargain Corner" items damage them once placed down. Many of these items are extremely heavy and have sharp edges; it is your full responsibility to ensure that the flooring is protected or adequate to take the weight.
- 2.4** When signing the handover sheet it will confirm all customer details. You agree for Unitmovements to use this information for the purposes of delivery and re-delivery if required. Unitmovements will NOT share this information with any external company EXCEPT IKEA UK Ltd if required.
- 2.5** Unitmovements staff will contact you 1 hour before they arrive to ensure a smooth delivery. We cannot be held responsible if these details are incorrect i.e. wrong phone number or house name. This may lead to a late delivery or not at all.

### **3. Delivery Arrangements**

- 3.1** We will deliver all items to the address at the time and date specified on the handover sheet.
- 3.2** You must ensure that your property is safe for the delivery team. All obstructions must be removed and any building or maintenance work must be clearly marked and pointed out before the delivery commences. All fragile items; vases, lights, pictures, other items must be removed prior to our arrival. If requesting items upstairs these items must be moved before delivery. If items are damaged we will not accept responsibility for any damage. No member of Unitmovements will carry IKEA "Bargain Corner" items up any stairs. All other items have a room of choice delivery.
- 3.3** No member of Unitmovements is permitted to remove doors, windows, doorframes etc. in order to complete the delivery. If these are required they must be done before Unitmovements are due arrive. Unitmovements do not carry any specialised lifting equipment.
- 3.4** You must ensure that there is someone there to sign for the goods. Unitmovements are not permitted to leave any product unless it has been signed for. You or your representative must confirm that the correct number of items has been received and if there is any external damage must be noted at this point. If no damage is recorded then Unitmovements will not accept any responsibility for future claims made.
- 3.5** If for any reason Unitmovements arrive at the chosen delivery address within the time allocated and there is no one available to accept the products, we will return them back to our warehouse until you make contact with us to rearrange. Please note that additional delivery charges may apply.
- 3.6** In the event of a break-down or major delays (i.e. weather, road closures, road traffic accident etc.) which will prevent us from meeting the time and date set, we will endeavour to contact you and re-arrange another time and date. Unitmovements will not be responsible for any loss of earning or monies incurred due to a failed delivery.
- 3.7** If our staff consider the room requested for delivery to be unsafe or likely to damage your property or product they will inform you first. This is very rare but please respect the health and safety implications of all our staff. We do not want to put them in harms.
- 3.8** Our delivery personnel will be wearing steel toe cap boots. This is for their protection and they will not remove them when entering your home. Please ensure that your flooring is protected to ensure we do not transfer dirt, mud or other elements onto your carpets or flooring when they delivery to the room of your choice.

### **4. Damages**

- 4.1** If you identify any external damage to your product upon receipt of delivery, we will take the item away and arrange for a replacement.
- 4.2** Unitmovements will do our very best to replace the item as soon as possible and apologise for any inconvenience caused.
- 4.3** Before leaving your premises, Unitmovements staff will allow you time to check your items. In the event of there being many items delivered you should check each item when they have been delivered to the room specified. Any damages should be noted on the delivery note at this point. Unitmovements will not accept the term "unchecked" as a form of insurance for any damage to the item that may require an exchange at a later date, nor any other term used. You must be specific to any item damaged on the delivery note before Unitmovements staff leave your premises.
- 4.4** If you discover damage to the product after it has been delivered please contact Customer Services.
- 4.5** Unitmovements will replace and re-deliver any product that may have been damaged due to the delivery of your product. You are required to make notes of damaged items on the delivery notes while in the presence of Unitmovements staff.
- 4.6** In the unlikely event that you believe a member of Unitmovements has damaged your property or any items within it (please refer to item 3.2), you must ensure that Unitmovements complete a damage report prior to their departure. If it is subsequently proven that Unitmovements did in fact cause the damage then we will pay you the lesser repair cost, or cost of replacement, or instruct a Unitmovements representative to begin an estimate and then a repair. Unitmovements must be given time to inspect any damage to property or item. If any damaged item is destroyed or thrown away before Unitmovements have had a chance to review it, you will be entitled to no compensation. Where Unitmovements chooses to replace an item, the original item will become the property of Unitmovements.

### **5. Limitation of Liability.**

Unitmovements will not accept any liability to pay you or your representative any sums other than those set out in item 4.6. In particular we will not be liable for any direct, indirect or consequential loss of earnings including any expenses or additional cost to you or your representative that may occur due to the delivery of your products, or if the delivery fails due to Unitmovements staff or machinery.