

Breezemount Terms and Conditions of Carriage

1. General Information

- 1.1 Breezemount supply a Home Delivery Service for IKEA.
- 1.2 The address for all correspondence is Breezemount UK Ltd, The Abbey, Market Square, Daventry, Northants NN11 4XG.
- 1.3 Any complaints regarding the services provided by Breezemount should be directed to the above address.
- 1.4 Breezemount undertake not to use any customer's personal data (as defined by the Data Protection Act 1998) for any marketing purpose other than relating directly to your order in conjunction with IKEA.
- 1.5 Delivery Charges are calculated on a purchase value and zone basis and are displayed at the Home Delivery Desk. Payment will be collected at the time of booking and delivery arrangements will be made in accordance with the appropriate zone.
- 1.6 Promotional delivery prices will apply at the company's discretion and may be withdrawn at any time.
- 1.7 Delivery charges are based on delivery to a single property or address.
- 1.8 In the event that you are unable to accept delivery on the first date offered to you and you request for the goods to be stored, an additional storage charge may apply for each additional day that goods are stored beyond the offered delivery date.
- 1.9 Breezemount do not carry plants or other perishable goods.

2. Inspection of goods by Breezemount

- 2.1 Breezemount staff will inspect all items presented for delivery and will make a note of any visible damage. Any "bargain corner" (remnant or sub-standard) items should be declared as such at the time the delivery is booked, enabling the staff and customer to record and agree any defects on the Bargain Corner/Product Packaging Defect/Damage form.
- 2.2 Each customer will be issued with a summary sheet of all goods to be delivered.
- 2.3 The details shown on the sales receipt will be confirmation of the customer's details.

3. Damages

- 3.1 Breezemount delivery staff are not permitted to remove their footwear whilst making deliveries. Should you be concerned about possible damage to carpets or laminate flooring, you should ensure that adequate protective sheets are provided to cover the floors in question.
- 3.2 The customer is asked to confirm all items are delivered "free of visible damage" and to record as such on the Delivery Note.
- 3.3 The customer is asked to examine the goods as soon as reasonably possible after delivery and notify the Company of any fault or damage as soon as reasonably possible.
- 3.4 Breezemount will not be responsible for damage to any internal parts of a product if the packaging has not been damaged. If items within the packaging are faulty or damaged contact IKEA Customer Services on the telephone number stated on the Sales Receipt, if items are damaged during delivery, contact Breezemount on the telephone number stated on the Sales Receipt.
- 3.5 If it is subsequently established that Breezemount staff are responsible for damage either to property or delivered item, then Breezemount will either replace the damaged item, or make arrangements to repair any damage to property.

4. Delivery Arrangements

- 4.1 Breezemount will undertake to deliver to mainland addresses that are accessible by road only (specific arrangements are in place for Isle of Wight). In the event of an offshore delivery we will complete delivery to a designated carrier or port of your choice. Unfortunately we cannot undertake to meet scheduled ferry crossings - it is the responsibility of the customer to be available to accept delivery on the day of delivery.
- 4.2 You must ensure that there is someone at the delivery address to receive the items. Breezemount employees are not permitted to leave any items that have not been signed for. You or your representative must count each box as it is delivered and you will be asked to sign for the number of items delivered.
- 4.3 If there is any information that may affect the delivery, i.e. block of flats, narrow staircase, parking restrictions, difficult access to the property, then you should inform a member of staff when booking the delivery.
- 4.4 If there are any amendments to the delivery time or date, you must contact Breezemount by 2.00 pm on the day prior to the date the delivery was booked.
- 4.5 Prior to the delivery, you must ensure that there is access and space to complete the delivery. All fragile items such as lights, vases, pictures etc, should be removed. Breezemount will not accept responsibility for any items that are damaged during the removal if attempts have not been made to move them.
- 4.6 Every effort will be made to deliver your items to room of choice. However, if this is an upstairs room and the delivery team deem it unsafe to carry the items upstairs then an alternative room will be required.
- 4.7 Breezemount delivery staff will not undertake to unpack delivered items or remove any packaging. On request Breezemount Staff will unpack sofas only and remove packaging.
- 4.8 If Breezemount arrive at the delivery address on the date and time agreed and there is no one present to accept delivery then all items will be returned to IKEA and you will be charged for any additional delivery.
- 4.9 In the event of unforeseen circumstances e.g. lorry breakdown, traffic accident, major traffic delays, severe weather, Breezemount will take all possible steps to contact you to rearrange an alternative delivery date. Breezemount will not be responsible for any loss of earnings or costs incurred due to a delay in delivery arising out of any cause beyond our control.

'Breezemount' refers to 'Breezemount UK Ltd'

Nothing in these conditions should be construed as affecting your statutory rights.