

Breezemotion Terms and Conditions of Carriage

1. General Information

- 1.1 Breezemotion supply a Home Delivery Service for IKEA. The address for all correspondence is Breezemotion UK Ltd, The Abbey, Market Square, Daventry, Northants NN1 4XG.
- 1.2 Any complaints regarding the services provided by Breezemotion should be directed to the above address.
- 1.3 Breezemotion undertake not to use any customer's personal data (as defined by the Data Protection Act) for any marketing purpose other than relating directly to your order in conjunction with IKEA.
- 1.4 Delivery Charges are calculated on a postcode zone basis. The charges are displayed at the Home Delivery Desk and around the store. Payment for deliveries will be collected at the time of booking and arrangements for your delivery will be made in accordance with the appropriate zone.
- 1.5 Delivery charges are based on delivery to a single property or address.
- 1.6 In the event that you are unable to accept delivery on the first date offered to you Breezemotion will apply storage charges for each additional night that goods are held beyond the offered delivery date.
- 1.7 Breezemotion do not carry plants or other perishable goods.
- 1.8 In the event of a promotional delivery charge, promotional prices will apply at the company's discretion and may be withdrawn at any time.

2. Inspection of goods by Breezemotion

- 2.1 Breezemotion staff will inspect all items presented for delivery and will make a note of any visible damage.
- 2.2 Each customer will be issued with a summary sheet of all goods to be delivered. Any bargain corner items should be declared as such at the time the delivery is booked, enabling staff to record any defects.
- 2.3 Bargain Corner goods will be carried 'as is'.
- 2.4 The details shown on the sales receipt will be confirmation of the customer's details.

3. Damages

- 3.1 You must confirm that the packaging of items delivered is undamaged. If there is any damage to the packaging, then that damage must be reported at this time. Breezemotion will not accept liability for any damage not reported at the time of delivery.
- 3.2 You must be specific regarding any damage identified and ensure it is recorded at this time. The product/package that is being complained of must be retained for inspection at a later date. Should you dispose of the item allegedly damaged before Breezemotion has had the opportunity to inspect it, then this could affect any claim for replacement.
- 3.3 Breezemotion will not be responsible for damage to any internal parts of a box if packaging has not been damaged.
- 3.4 All glass items, mirrors and crockery are carried on an uninsured basis. Breezemotion will not accept any damage reports regarding these items.
- 3.5 If it is subsequently established that Breezemotion staff are responsible for damage either to property or delivered item, then Breezemotion will either replace the damaged item, or make arrangements to repair any damage to property.
- 3.6 Breezemotion 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.
- 3.7 Items purchased at the 'Bargain Corner' will be transported on an uninsured basis. Breezemotion will not accept any damage reports regarding these items.

4. Delivery Arrangements

- 4.1 If there are any amendments to the delivery time or date, then you must contact Breezemotion by 2.00 pm on the day prior to when the delivery was due to take place. If there is any information that may affect the delivery, i.e. block of flats, narrow staircase, parking restrictions and difficult access to the property, then you should inform a member of staff when booking the delivery.
- 4.2 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. Breezemotion will not accept responsibility for any items that are damaged during the removal, if attempts have not been made to move them.
- 4.3 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.
- 4.4 You must ensure that there is someone at the delivery address to receive the items. Breezemotion 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.
- 4.5 Breezemotion delivery staff will not undertake to unpack delivered items or remove any packaging. On request Breezemotion Staff will unpack sofas only and remove packaging.
- 4.6 In the event of unforeseen circumstances e.g. lorry breakdown, traffic accident, major traffic delays, then Breezemotion will take all possible steps to contact you to rearrange an alternative delivery date Breezemotion will not be responsible for any loss of earnings or costs incurred due to a failed delivery in these circumstances.
- 4.7 If Breezemotion 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.

'Breezemotion' refers to 'Breezemotion UK Ltd'

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