

# Sacarello Interiors, Neptune Furniture and Accessories Terms & Conditions

Whatever you've ordered from us, and wherever you bought it – over the phone, by message or in one of our stores – you'll find all of the ins and outs of our terms and conditions right here. We've tried to keep it as short as possible, and as free from technical speak and legalese as we can.

## The legal bit

Sometimes Neptune provides care guides with their designs that advise you on how best to take care of them. We're therefore not liable for any faults that may arise in your piece that have resulted from not following these guides.

By making a purchase from us, you undertake that all products ordered are for your own use and not under any circumstances for resale.

Sacarello Interiors Ltd partners with Neptune (Europe) Ltd who provide the guarantees outlined below for their products. You can email us on [sales@sacarello.gi](mailto:sales@sacarello.gi) or call us on 200 66423 should you have any queries.

It's quite important to say that we're not liable for any indirect losses, such as losses of revenue or profits, which are not reasonably foreseeable when you place your order (except for personal injury or fraud). This also includes any losses caused by us not being able to meet our obligations because of things outside our control.

## About the designs

Our designs, from tables to flooring to paint, are made from natural materials wherever we can. Changes in colour, texture and wood grain, as well as slubs in fabrics, are just a lovely characteristic of this.

When it comes to paint in particular, colours are likely to change over time as they respond to sunlight exposure and moisture content in the air. Because our paint is produced using natural pigments and materials, there can be some colour variance across different batches too. When more than one tin of the same colour is to be used, we recommend that the tins are mixed together beforehand. And when redecorating a previously painted area, we advise completely repainting rather than 'spot' repairing for the most consistent finish.

We always try our best to make sure that the descriptions, images and prices on our website and in our literature are accurate. Sometimes we can't control this (for instance, computer monitors can affect colour), but if you spot something that you think is amiss, let us know and we'll try to solve it as soon as possible.

It's also just worth pointing out that our ex-display pieces are sold as seen and might have the odd knock or bump on them.

## What happens if we get the price wrong?

Even though we do our very best to make sure all our designs have the right price in store and online, very rarely we might get it wrong.

If that happens in store, we'll let you know before you pay for it, and you'll pay the correct price if you'd still like to take it home.

## Your order

When you're placing an order for any of our furniture, accessories or home decorating materials, we'll ask for the full amount to be paid at that time. But, if you place your order in-store and it won't be delivered for another eight weeks or more, we're more than happy to take a 50% deposit should you prefer. We'll then just ask for the remaining half to be paid 21 days before your delivery date.

If you're ordering something through our Neptune Tailored service, or if we're creating a bespoke piece for you, we'll ask for the full amount when you place your order, no matter the lead time. This is because we start making these pieces within 24 hours of the order being placed.

There are a few pieces that we'll need to design together in-store, so we can get them spot-on for your space and organise professional fitting (like our Pembroke shelving). For these, we'll create a quote before you place your order. This will be valid for 28 days, or until our next price review (we do these twice a year on 1st March and 1st September), whichever's soonest.

## Ordering your kitchen

We know you're very excited about your new kitchen, but there are a few bits of paperwork that we'll need to make sure you've signed first. This includes a copy of these terms, as well as any separate terms for installation and your work surfaces, plus the plan and quote that we'll have put together for you. Just make doubly sure you're happy with your plan and quote, because once you've signed them off, you won't be able to ask for any more changes.

As this can be a big purchase, we only require a deposit of your purchase plus installation costs of 20% (non-refundable), with the remaining 80% due 21 days before your delivery date.

The only other thing to say about kitchens is that, if you need to change the day it'll be delivered that's absolutely fine, but if this is done more than once within eight weeks of the delivery date then we'll need to charge you £50 to cover the cost of storage, as it's likely your kitchen will have already been made by this point. Also, if the dispatch date falls more than a year after you placed the order, we'll change the cost of your kitchen to reflect our current prices.

## Delivery

Please just make doubly sure your new piece will fit through doorways and tight turns, up staircases and underneath ceilings, and if door frames, windows or banisters needs to be removed to get it in, that you do this before we arrive.

While we'll always do our very best to make sure your order is delivered on the day we say it will be, very rarely unforeseen delays can happen. It goes without saying that we'll reschedule as soon as possible. And sometimes deliveries can come from different locations and arrive separately, but you won't be charged extra for this.

## Cancellations and returns

While we hope that you'll be thrilled with your new Neptune design, if you're not that's fine too.

Items purchased or ordered in-store are non-returnable unless damaged on receipt and we are notified within 24 hours.

Please note that with bespoke, tailored or made-to-measure items, you only have 24 hours to cancel your order as the manufacturing process commences immediately. Non-bespoke items on order can only be cancelled up to 3 weeks before UK despatch date.

Other than that, there are a few things to know:

- For furniture delivered, we'll need to charge £40 to pick up the piece you're returning, unless you tell us when we deliver it and we take it back with us.
- You can only return a mattress if it's still in its plastic wrapping.

If you've decided to have your Neptune kitchen fitted yourself, rather than using one of our approved fitters, you'll also need to make sure of a couple of extra things:

- You've thoroughly checked the designs
- Your fitter is capable of installing a timber kitchen (it's a process that's quite specialist and different to installing a kitchen made from MDF or chipboard)
- And that your fitter has read and understood our installation guide

We're afraid that, if a problem comes up because of one of these things, you won't be able to return your cabinetry.

Of course, whether your piece is bespoke, made-to-order, fitted or not, if there are any faults that we've caused, we'll take it back and refund you in full, repair it, or sort out a replacement. We take our delivery service seriously and we design our packaging to make sure that what's inside is wrapped up safe and tight. But in the (very) unlikely event that you spot something not quite right, just let us know as soon as you spot the problem along with some photos if you can, and we'll get it sorted.

To arrange a return just email us at [sales@sacarello.gi](mailto:sales@sacarello.gi) or visit our store if you're returning an accessory or smaller item.

Rest assured that your statutory rights are unaffected.

## Our guarantees

Peace of mind is a lovely thing to have. It's why we guarantee all our designs. We doubt you'll ever need them – we put a great deal of care, thought and attention into each of our pieces – but they're there just in case you ever do.

### **Our one-year and five-year guarantees**

We guarantee our accessories for one year, and our furniture (except parasols, which we count as accessories) and Neptune sinks and taps for five years.

When it comes to upholstered furniture – sofas, armchairs, footstools, headboards and dining chairs – we guarantee the fabric for the first year (except for colour changes), and the frame for five years.

### **Our guarantee for kitchens**

Neptune kitchens are guaranteed for one year in Gibraltar.

Our guarantee covers:

- The structure of your cabinets (in case they move, warp, bow or crack more than we'd expect to happen naturally)
- All hardware such as hinges, handles, runners and catches

But it doesn't cover:

- Kitchens not installed by one of our accredited or recommended installers
- If you move home and leave your kitchen behind – we're not able to cover the new owners
- Work surfaces – third party suppliers guarantee these. We're afraid that our oak work surfaces don't come with a guarantee though.

Whether your guarantee is with us or one of our suppliers, we'll help if something goes wrong. Just get in touch with your kitchen designer.

#### *A note on timber*

It's natural for wood to move a little. You might notice that your cupboard doors and drawers shift slightly, and small cracks may appear. It's just the timber adjusting to the temperature and humidity of your home. We can put doors and drawers back into place – just get in touch with the store you bought your kitchen from.

#### *The things we don't cover*

- Pieces that you've changed or repaired yourself
- Accidental damage, or anything that you've caused by neglecting your piece or not following our care guide. We can always help repair the damage, there might just be a small fee – we'll be able to tell you more when you get in touch with us
- Normal wear and tear (like dents and scratches)

- Natural changes, like fading and cracking in timber, and colour changes in fabric and paint
- Rust damage – it's easy to avoid, and we've included advice in our care guides
- Appliances, sinks and taps from another company
- If you take your piece outside the country you bought it from, or use it somewhere that's not a home
- Ex-display pieces

*And finally...*

If we can't repair your piece, we'll replace it with the same design or one that's similar.

## Our home design service

Our home design service is where you'll work with one of our in-store designers on all the aspects of your room, from flooring and paint colours to furniture and accessories.

Ordering, delivery, returns and guarantees are just the same for any pieces you buy through this service as they are normally.

The only thing to mention is that there's a non-refundable design fee that you'll need to pay before we can visit your home and start working on your plans. This is £300 for the first room, and £200 for each room after that if you ask us to design these at the same time.

## Flooring

Because we work with specialist makers for some of our flooring, the ordering, delivery, returns and guarantee details vary.

Our Buxton and Tamworth tiles and Marton floorboards fall under our main terms and conditions. However, you'll find everything you need to know about our Abbotsbury, Chesil, and Branscombe tiles and Savernake engineered oak flooring below.

If, when your tiles are delivered, you notice that they're damaged, simply take a photo and get in touch with us so we can sort them out for you.

Of course, this doesn't affect your statutory rights.

## *Guarantees*

Our specialist stone partners don't offer a guarantee on our Abbotsbury, Chesil and Branscombe tiles, because of the nature of the material they're made from. Changes in colour, texture and pattern in natural stone are completely normal and to be expected. If you have any problems later down the line, it'll either be because they weren't fitted properly (which is why we suggest you use one of our recommended installers), or because of the conditions in your room.

## Savernake

Most of the things that apply to our stone flooring are also the case for Savernake. There are just a few differences:

- Once you've worked out how many metres you'll need, you should add an extra 15% on for wastage
- You'll need to be home to sign for your flooring, because we want to make sure it's not left outside – even though it's packaged up, the timber could be damaged outside
- Because Savernake's made to order for you, you're not able to return or cancel it unless it's faulty

## Curtains and blinds

### *Measuring up and getting a quote*

All our curtain and blind orders start with a quote. It'll be a rough estimate of how much yours will cost based on the measurements you give us.

Your quote is valid for 28 days after we've given it to you, or until our next price review (we do these twice a year on 1st March and 1st September), whichever's soonest.

If you place your order after this, we'll need to put together a new quote first.

The only time it might change is when we visit your home to take our own measurements. If they're different to the ones you gave us, your quote will go up or down too.

This in-home measuring service costs £75, but we'll take that off the price of your curtains, and we've found it's the best way to get truly spot-on measurements.

### *Placing your order*

Once you're happy with everything, we'll place your order and send it to our expert curtain makers – a family-run business in Gloucestershire – so they can get started.

We'll give you a breakdown of your order – just double check it's all there. We'll also ask that you pay the full amount at this point, and let us know the best dates for us to install your curtains or blinds, and if we'll have any problems getting to your house.

### *About our curtains and blinds*

The fabrics we use for our curtains and blinds are made using natural materials like cotton, linen and wool, which can shrink a little in the moisture and heat of your home. That's completely normal though, and should only be by about 5%. If you think they've shrunk any more than that, just let us know and we'll look into it.

The sun can also be a bit of a problem and can make some fabrics fade (especially dark or bright colours). That's why we recommend all our curtains and blinds are lined – the lining fabric will protect the face fabric from the light.

And rest assured that we'll always make our curtains as exact as possible. They're all made by hand though, so a little variation is possible. Curtains will be within 2cm and blinds 1cm of the measurements we took.

### *Installation*

We know you're excited to welcome your new curtains or blinds home, but there are a few things to bear in mind first.

We'll work out a date and time for your installation at least two weeks beforehand – just know that it'll need to be from Monday–Friday between 9am and 5.30pm. If anything changes, just let us know up to seven days beforehand, otherwise we might need to charge a rescheduling fee of £75 to cover the admin costs.

We also ask that you get the area around your window ready for us – as long as it's clean and clear, we'll be able to get to work.

This installation service costs £125 for one blind or pair of curtains, and £45 for each after that.

### *Guaranteeing your curtains and blinds*

We put a great deal of care and attention into making our curtains and blinds, as well as the fabrics themselves. But we know that peace of mind is a lovely thing to have.

That's why we offer a one-year guarantee from the day we install on curtain tracks, blind mechanisms and fabric (except for colour changes) and 30-days on the installation. So if anything goes wrong in this time, just let us know.

### *Cancelling and returning your curtains and blinds*

We always want you to be over the moon with your purchases from us, but because our curtains and blinds are made bespoke just for you, we can only take them back or exchange them if something's wrong with them.

If that happens, just let us know and we'll either fix the problem or replace them. Please also send us a few photos if you can too.

And if you change your mind straight after you've placed your order, don't worry. Let us know within 24 hours and we'll cancel it.

Of course, this doesn't affect your statutory rights.

## Ex-display designs

Buying one of our ex-display furniture designs that have been on show in our stores is different to any of our other pieces:

- These designs are all ‘sold as seen’ – they might have the odd knock, bump or scuff on them, and though we’ll do our best to point these out to you, you’ll need to have a good check over to make sure you’re happy with its condition.
- If you can’t take your piece away with you, you’ll need to organise having it picked up and delivered – we’re afraid our delivery team can’t do this. Whoever picks it up will also need to be able to carry it out of the store.
- You’re not able to return or exchange your ex-display design and it’s not covered by our guarantees.