



## OUR SERVICE TO YOU

At Cloughtons, we've been helping a huge range of educational establishments create the best learning environments for those who use them. We feel that our experience gives our customers trust and peace of mind. Let's see how we can help you.

### **Ordering and Enquiries**

All orders are subject to our standard terms and conditions, a copy of which is available on our Terms & Conditions Page. Prices are shown exclusive of VAT which will be applied at the current UK rate. Payment terms are by credit card or 14 days net from the invoice date.

When you place an order, a confirmation will be sent out to you. It is your responsibility to check all the details of the order confirmation and inform us of any errors or omissions within 2 working days.

### **Delivery information**

All products are supplied exclusively to schools and other educational establishments. We are unable to deliver to residential addresses. Delivery is usually four weeks from receipt of order, this may increase during busy periods.

An installation service is available, please contact us on 0333 577 3235 for details.

### **Supplied Fully Assembled**

The majority of our products are supplied and delivered fully assembled, the exceptions to this are due to restrictions of size and access to buildings.



Products marked with the self-assembly logo will be supplied for simple self-assembly. Assembly does not require any specialist tools.



## **Returns Policy**

As all our products are manufactured to order, they are non-returnable unless found to be faulty. Damaged product must be reported within 5 working days. All goods must be signed for and checked as any damage found will not be rectified afterwards. Please check your items carefully upon delivery for faults or damages and keep any packaging.

## **Satisfaction Guarantee**

The modern teaching environment places heavy demands on furniture and fittings, so we build quality and durability into everything we produce. Proof of our commitment to the highest standards is our 5-year warranty on all items unless otherwise specified within the product description. This guarantee is against defective materials and workmanship for 5 years after purchase. All our warranties are subject to fair wear and tear.

