

Jimmy Whitts Designs Terms and Conditions

This website is owned by Jimmy Whitts Designs. This website offers visitors products and joinery services by Jimmy Whitts Designs. By accessing and using our website, you approve that you have read, understood and agree to be bound by these terms.

Deliveries

- Most of our items are dispatched by Royal mail 1st Class signed for. Larger items and furniture will be dispatched by courier.
- Delivery times are estimated and are not guaranteed. Please let us know if you have a date you require the product for and we will endeavour to meet it.
- Should the delivery of an item by courier be missed or a waiting time incurred, any additional charges will be charged to the customer.
- If you live local to the Kingston upon Thames/Chessington area we can deliver items for an additional fee. Please ask us about this when placing an order.

Our products

- Due to the nature of wood, grain and colour will vary and could contain characteristics such as knots, cracks and machine marks.
- Wood reacts to changes in temperature and humidity, which can cause the wood to change. We make our products with wood movement in mind, however, we cannot take responsibility for movement in the wood due to environmental factors, once the product has been delivered.
 - When producing made to order furniture, if you require an exact size, please specify when providing the measurements. We rely on your measurements. We cannot be held responsible for items that do not fit.
- Any changes to products not specified in the initial order and quote will incur an additional charge.
- Lead times for made to order items will vary depending on the item that you order and how many other orders we have at the time. We will give you an estimated time frame when we discuss your order.

Refund Policy

- We accept refunds for undamaged products bought from our online shop that have

not been customised. The product must be returned to us within 14 days from the date you receive it, along with the returns slip. The postage for the return of the product is to be paid by the buyer.

Any items that are made to order or customised are non-refundable.

Payments and Pricing

- We require a 25% non-refundable deposit for items when an order is placed. The remaining 75% is to be paid before items are dispatched.
- We reserve the right to change our prices for products listed in our online shop at any time, and to correct pricing errors that may occur.