

The Comfy Workplace

Ergonomic - Sustainable - Acoustic - Office Furniture

Terms and Conditions of Sale (Online)

Delivery Times

The estimated delivery time for our products is within 10 business days from placing your order, subject to stock availability.

We will deliver the item(s) using a standard courier service, we will contact you to advise the expected delivery date. You are responsible for the assembly and set up.

Assembly Guide and User Instructions

We will provide assembly and set up instructions to guide you through the process. You will also be provided with user instructions.

If you have any issues, please call us on 01697 747804 and Richard will be able to help you.

Returns

In the unlikely event the product arrives faulty or damaged, please contact us on melanie@comfyworkplace.co.uk or 01697 747804 in the first instance. This may result in a new part being provided, an engineer calling to exam and repair the item or a return and replacement provided. We will not provide a refund unless there is no suitable alternative product replacement available.

You have the right to cancel your order under the Consumer Rights Act 2015 within 14 days. If you change your mind and your item is unused and in its original condition and packaging, we can give you a full refund. We will refund the value of the items returned to us, at the price you paid for them, excluding the delivery costs. The goods must be returned in perfect condition in their original packaging, with the Returns Note enclosed, at your *own cost*. We reserve the right to deduct an amount to cover items that are not returned in perfect condition and/or not in their original packaging.

Payment methods

Payment is accepted by the methods shown on the online store via Google Pay or by card. If you would prefer to pay via BACS please contact Melanie Ayre on melanie@comfyworkplace.co.uk before placing your order online.

Refunds, where applicable for faulty items, can only be made via the original payment method. Refunds will be provided within 14 days of receipt of the item to allow time for examination of the returned item.

VAT

All items are subject to VAT at the current rate of 20%. The price shown on the website is exclusive of VAT. Our VAT registration number is 335440224.