CONTOUR
CAMPERVAN FURNITURE

TERMS & CONDITIONS

DATA & PRIVACY

- Contour Campervan Furniture Ltd (CCF) will not pass on or sell your data to any third party.

ORDERS

- **Quotes and invoices are based on current material and parts prices. If these change, this will be reflected in the final invoice.**
- Orders must be paid for in full for us to start production, lead times will start from receipt of payment and confirmation of customisable options.
- Payments must be made by Bank Transfer or Paypal on receipt of Invoice.
- Lead times will be given before placing your order. They are given as a guide, we will not accept liability for any loss resulting from a delayed delivery.
- We will provide detailed dimensioned drawings of all products before confirming your order, you must check these drawings against your vehicle to ensure the product will fit.
- All orders are subject to postage and or packaging charges.
- Any requests for changes made after payment of Invoice may be subject to additional charges.
- Any **damages on shipped orders** must be reported to Contour within 24 hours, so that Contour can raise these with the shipping company within their timescales.

PRODUCTS

- Global supply chains remain significantly disrupted. This can result in delays, products going out of stock or prices changing at short notice. Quotes and invoices are based on current prices, if these change significantly, CCF may need to contact you to take additional payment. CCF will endeavour to find alternative solutions to any items that go out of stock.
- We use natural materials for all of our products. The texture, colour, grain and pattern will be varied, as no two pieces of wood are the same. Aside from damage, CCF will not refund or replace products based on the natural finish of the wood. CCF cannot guarantee our products will match advertised photos due to this natural variation.
- We use the highest grade available of rotary cut Birch Plywood as standard, which is a very high quality board. However, it is possible that some furniture parts will contain visible plugs/patches. We have no control over the placement of these. If this will be a problem please upgrade to the Oak plywood.
- Please read the assembly manual supplied with your product and check all parts and fixings are present before assembling. Contact CCF for support if needed.

- All attempts are made to display a true representation of colours and finishes, sample packs of wood finishes and fabrics are available to aid selection.
  - Our electrical systems are designed and assembled in accordance with British Standard BS7671:2018.
- Our gas systems are designed in accordance with European Standard EN1949:2011. All systems installed by CCF will be inspected by a Gas Safe engineer prior to handover.
- CCF will retain ownership of the design of any bespoke item created to a customers specification and we reserve the right to sell this product to other customers.
- Sizes of upholstery items my differ by +/-1cm. Please allow for this when supplying measurements.

WARRANTY

- All furniture products are supplied with a one year warranty covering manufacturing defects or part failure when in normal use.
- CCF Warranty does not cover damage to items caused by improper assembly or use.
- Warranties from third party manufacturers will be passed on to customers on delivery.

RETURNS

- Upholstery, furniture and all bespoke items are made to order so, unfortunately, we cannot accept returns.
- If you have received an item that is missing parts, has a manufacturing fault or does not fit within the dimensions given at the point of order confirmation we will quickly rectify the problem at no extra cost to you.
- CCF will not accept returns on furniture that does not fit your vehicle due to inaccurate measurements.
- CCF will not accept returns for wrong colours. Please order a sample pack if you are unsure of what colour to choose.
- CCF will not accept returns on furniture due to natural plywood variation and imperfections. This includes the grain pattern, placement of plugs and repairs and plywood texture and surface.