



**THE COMFORTABLE WAY TO SHOP ONLINE**

**GENERAL INFORMATION**

CONTENTS	PAGE('s)
INFORMATION	2
ABOUT US	3
DELIVERY	3
MANUFACTURER	4
LEATHER OPTIONS	5
FAQ's	6-9
TERMS & CONDITIONS	10-13

## **INFORMATION**

### **LEATHER SOFAS DIRECT.....DELIVERING THE PROMISE.....SOFAS AT FACTORY PRICES**

Sofas at Factory Prices.....our sofas reflect discounts of 25%-40%.

How do we manage to deliver sofas so cheap?

By harnessing the power of the internet, telephony and order fulfilment technologies. Our sofa prices do not contain huge high street "bricks and mortar" overheads so we are able to pass the savings onto YOU..THE CUSTOMER.

### **WELCOME TO HASSLE FREE SHOPPING.....**

### **WELCOME TO LEATHER SOFAS DIRECT..... The comfortable way to buy online.**

Experience the relaxation of shopping online. Feel free to shop for your sofa by browsing our on-line catalogue or alternatively download our sofa catalogue with fax back order form. You will find a wide range of sofa models in a wide range of fabrics. All our sofas are handmade and manufactured in the UK using the best quality materials and fabrics to bring you sofas of an unrivalled quality in stylish designs.

Take advantage of the fact that all our sofas offer you huge savings on high street prices. We don't have huge high street overheads that we pass onto the consumer. Our sofas remain free of any concealed costs like "interest free" or "buy now pay later".

Order with the peace of mind that all our sofas come with a 14 day money back guarantee. If your sofa is not what you expected please contact our customer services helpdesk to arrange collection. All we ask is that you return it to us in the condition it was delivered.

Buy with the confidence that all our sofas come with a 2 year manufacturer's warranty. In event of a manufacturing fault you can contact our customer services helpdesk who will arrange for an upholsterer to visit you in the convenience of your home.

Be content with the knowledge that all our sofas are delivered directly to your home, to the room of your choice by specially trained sofa delivery operatives.

Rest assured that your questions regarding your sofa order can be answered by our helpful and knowledgeable customer service staff who will be able to assist you with your request.

## ABOUT US

Leather Sofas Direct is part of Sofas-Direct.Com Ltd. We have over 10 years combined industry experience ranging from mail order, internet, marketing, logistics home delivery and furniture.

Sofas Direct does not have high street retail outlets nor do we fit the model of other online stores who do not offer help or support for the products that they sell, and who in effect are just 'box sellers'. Harnessing the power of internet, telephony and order full-fillment technologies Leather Sofas Direct.Com Ltd are able to offer keen pricing across our entire product range, together with a personal level of help and support typical of that traditionally offered on the high street. We consider this so called 'third way' to be the future of online retailing.

We are constantly looking at ways to improve the service and the products that we offer our customers and are always keen to hear suggestions, comments and feedback from both customers and visitors to our site.

## HOME DELIVERY

Once your sofa has been manufactured it will be collected by our nominated carrier and transported to their national distribution centre. They will then contact you to arrange the delivery of your sofa checking with you the items for delivery, the colour, your address and whether you have any furniture to be returned to us. You will then be told the day your furniture is going to be delivered along with an AM or PM time indicator.

Please note that AM is 7.30am - 2.00pm and PM is 12.00pm until 8.00pm.

On the day of delivery the driver will contact you normally one hour prior to your delivery to let you know he is on his way.

In the event of delay the driver will contact you with a revised ETA.

When the driver arrives at your property, he will ascertain the room you want your furniture delivered to. After positioning the furniture to your satisfaction he will ask you to sign a proof of delivery.

## MANUFACTURER



All our sofa frames are constructed using high quality timber that has been industry approved and treated.

They come direct from UK manufacturers and are quality assured with a 2 year guarantee and comply with British Standard Fire Retardancy Regulations.

Every sofa we supply is handmade by UK master craftsmen. No sofa is supplied from stock. Once we receive your order in the fabric you have selected we forward it to the manufacturer. The manufacturing process normally takes 4 weeks.



Once it is completed it will be collected by our nominated carrier and transported to their distribution centre for delivery to your home.



## LEATHER OPTIONS

Once you have chosen the design of your sofa from any of our five different ranges you can indulge in choosing the leather to suit both you and your home. We have a choice of aniline leather and fine leather to suit almost any taste.

Genuine leather is natural and warm with truly individual characteristics. All our sofas are fully upholstered in leather and we do not use any splits or artificial leather. All of our products comply with British Standard fire retardancy regulations.

All of our sofa frames and legs are constructed using high quality timber that has been industry approved and treated.

Please don't hesitate to e-mail us if you require any further assistance in your selection or options available to you.

We even offer a fabric sample service that can be sent to your home address for your convenience. Just e-mail us at [fabricsample@leathersofas-direct.com](mailto:fabricsample@leathersofas-direct.com) with the leather samples you desire and we will forward them to you instantly.

Once you have selected the right leather for you, continue to the product pages or e-mail us at [sales@leathersofa-direct.com](mailto:sales@leathersofa-direct.com) with your complete specification. Please don't forget to include the item number.

### Fine Leather:

The Fine Leathers are a corrected grain, finished with a pigment top coat, giving a more uniform colour and offer excellent durability. Some natural imperfections may be visible giving a natural appearance and these do not weaken the leather.



### Aniline Leather:

The Aniline leathers are of a natural character with a two-tone antique look and feel. Aniline leather shows the natural grain, marks and scars. These are natural and distinguished features of aniline leather and do not weaken it in any way.



## F.A.Q

### Catalogues & brochures

- Do you have catalogues?
- Can you send me a manufacturer's brochure?

### Security

- How safe is it to give my credit card details online?

### Ordering & payment

- How can I place an order?
- What methods of payment do you accept?
- Do Sofas Direct's prices include VAT?
- What happens if I cancel my order?
- How do your prices compare to others?

### Delivery

- What is Sofas Direct's delivery policy?
- When can I expect my order?
- What if I'm unable to take delivery of my order when its ready?
- What if my delivery contains damaged goods?

### Customer service

- How do I contact Leather Sofas Direct?
- What if I have a complaint?

### Policies

- How will you use my personal details?
- Does Leather Sofas Direct have a returns policy?
- What is your service policy?
- What is your warranty policy?

### Catalogues & brochures

#### Do you have catalogues?

In an effort to keep our costs (and therefore our prices) as low as possible, we don't print paper catalogues. Please feel free to browse through our online catalogue or alternatively download our brochure should you wish to browse offline. If you have any questions, we are happy to help (please use the Contact us button).

#### Can you send me a manufacturer's brochure?

Due to frequent changes in styles, fabrics and finishes, most manufacturers don't offer comprehensive brochures of their ranges. However, if there is an item you are interested in that is not shown on our site, we may be able to e-mail a photo for you to look at. Call or e-mail our furniture experts for more information.

## Security

### How safe is it to give my credit card details online?

None of the customers who have shopped at Leather Sofas Direct have reported fraudulent use of a credit or debit card as a result of purchases made with us. The reason shopping with us is so safe is that we use HSBC Secure ePayment Card Processing. Secure ePayments utilises 128 secure socket layer encryption to process card transactions. Payment details are captured within HSBC's secure infrastructure and therefore you can feel confident that confidential information is secure. In the extremely unlikely event of unauthorised use of your credit or debit card, most banks and card issuers either cover all the charges that result from unauthorised use of your credit or debit card, or may limit your liability to just £50. If you still prefer not to send your credit or debit card number over the Internet you can print out our order form and fax it to us on 01905 621018 or place your order by telephone on 01905 621018.

## Ordering & payment

### How can I place an order?

You can order online simply by clicking the "Shop" button and select the item you wish to purchase (you can always remove the item from your order later) and when you are done shopping click on the "Checkout" button which takes you to our order form. You may then enter your personal information and credit card details and submit your order via our secure server. Alternatively you can print out the order form and fax it to us on 01905 621018. You can also call us on 01905 621018 to place your order or email us and we will call you back to take your order over the telephone.

### What methods of payment do you accept?

We accept payments from the following cards - Visa Credit and Debit, MasterCard, Switch, Solo and American Express.

### Do Leather Sofas Direct's prices include VAT?

All prices quoted by us include VAT at 17.5%

### What happens if I cancel my order?

Orders may be cancelled at any time before delivery for a full refund. Please contact us immediately on 01905 621018 or use our form.

### How do your prices compare to others?

Our prices reflect a saving of between 10% and 30% off the manufacturer's suggested retail price. While list prices and discounts vary from place to place, we are confident that our prices are among the most competitive anywhere in the UK.

## Delivery

### What is Leather Sofas Direct's delivery policy?

The prices shown on our Website include home delivery anywhere within mainland Britain, except to PA, IV and KW postcodes where there will be a small additional charge which will be advised prior to order confirmation. Large items are transported directly to your home in specially equipped furniture vans and are carried in by trained furniture delivery staff. Smaller items may be delivered by a parcel service. For delivery to Northern Ireland, Isle of Man, Isle of Wight, Scottish Islands and Channel Islands we will deliver free to a nominated mainland GB address e.g. a port. Onward shipping from that point is the responsibility of the customer.

### When can I expect my order?

Delivery times vary according to the product and the manufacturer. Approximate times are given next to each product description but these may vary depending on how busy the manufacturer is when you place your order. After your order is confirmed by the manufacturer, we will e-mail you an order confirmation, along with an approximate delivery date. Generally, when more than one item is ordered all items will be delivered at the same time.

### What if I'm unable to take delivery of my order when its ready?

If you are having work done in your home, please be aware that building projects are frequently delayed. If you are unable to take delivery of your furniture when it is ready we will store it for you free of charge for 21 days. Beyond this time period we are obliged to charge a weekly storage fee of £10 per week.

### What if my delivery contains damaged goods?

This happens infrequently, but sometimes furniture sustains minor damage during shipping or contains a manufacturer's defect. If this occurs, contact us immediately on 01905 621018 or use our form. We will arrange for the goods to be repaired in your home if possible, alternatively we will arrange to have them returned to the manufacturer. If items need to be returned please keep the original packaging. All returns and repairs must be arranged through our Customer Service Department (we are unable to pay for returns which we have not authorised).

## Customer service

### How do I contact Leather Sofas Direct?

Leather Sofas Direct can be contacted by email or telephone on 01905 621018. Telephone calls are charged at local rates. Our customer service centre operates between 9.00am and 5.00pm Monday to Friday. Emails received during these hours will usually be answered within two working days.

### What if I have a complaint?

We are determined to provide the easiest and best way to buy furniture online, and we are not satisfied unless all our customers are delighted with their purchase and their experience of shopping at Leather Sofas Direct. In the unlikely event that you do not enjoy your experience of shopping with us, please tell us by email or telephone us on 01905 621018. Telephone calls are charged at local rates. We will acknowledge your complaint within one working day and will do our very best to resolve it speedily as possible. Where a complaint has not been resolved within one week, you will receive weekly updates on its progress.

## Policies

### How will you use my personal details?

Leather Sofas Direct has a strict policy of keeping all customer information entirely confidential. We will never pass your details on to a third party.

### Does Leather Sofas Direct have a returns policy?

Yes, we want you to be delighted with your purchase. Once you receive your furniture you have fourteen days to decide if you wish to return it. If so we will collect the furniture free of charge and issue you with a store credit or a refund equal to the value of the returned goods. All we ask is that the goods are made available for collection in the same condition as they were when they were delivered.

Please note this does not apply to selected items of leather upholstery where there is a 50% cancellation/returns fee unless order is cancelled within 1 week. Such items are clearly marked.

### What is your service policy?

We've put our years of experience in the furniture business to good use by selecting high quality products that should not need warranty service. However, if you do have a problem, we will contact the manufacturer to arrange for local repair, under the terms of the manufacturer's warranty.

### What is your warranty policy?

All of our products come with a full manufacturer's warranty. These vary in length but are for a minimum of one year. Specifics on getting warranty service will depend on the item, the nature of the problem, the manufacturer and your location. Further details on manufacturer's warranties will generally be attached when you get your new furniture. Your statutory rights are not affected.

## TERMS AND CONDITIONS

These pages contain information on the terms and conditions for purchases from Sofas Direct.Com Ltd. [Please also read the warranty terms and conditions. - do not insert this sentence at the present time]

### Business Policies

All orders are subject to our full terms and conditions (below). Nothing in these conditions affects your statutory rights as a consumer.

### Standard conditions of sale

#### 1. Definitions

- 1.1 "Buyer" means the person who buys or agrees to buy the Products from the Seller.
- 1.2 "Conditions" means the terms and conditions of sale set out in this document and any special terms and conditions agreed in writing by the Seller.
- 1.3 "Delivery date" means the date specified by the Seller when the Products are to be delivered.
- 1.4 "Products" means those goods specified.
- 1.5 "Price" means the price for the Products including carriage, packing and VAT.
- 1.6 "Seller" means Sofas Direct.Com Ltd.
- 1.7 "Consumer" shall bear the meaning ascribed in section 12 Unfair Contract Terms Act 1977.

#### 2. Conditions applicable

- 2.1 Nothing in these conditions shall affect the buyer's statutory rights as a consumer.
- 2.2 The Seller shall sell and the Buyer shall purchase the products in accordance with any written quotation of the Seller which is accepted by the Buyer, or any written or verbal order of the Buyer which is accepted by the Seller including but not limited to orders placed using the Seller's electronic online ordering service, subject in any case to these conditions, which shall govern the contract to the exclusion of any other terms and conditions subject to which any such quotation is accepted or purported to be accepted, or any such order is made or is purported to be made, by the Buyer.
- 2.3 Any typographical or clerical or other error or omission in any sales literature, quotation, price list, acceptance of offer, invoice or other document or information issued by the Seller shall be subject to correction without any liability on the part of the Seller.
- 2.4 If any provision of these conditions is adjudged invalid or unenforceable in whole or in part the validity of the other provisions of these conditions and the remainder of those provisions in question shall not be affected.
- 2.5 If the Seller does not have sufficient stock to be able to deliver the goods ordered by the Buyer then any sum paid by the Buyer will be refunded or re-credited to your account and the Seller will notify you at the address given by you in your order form. The refund will be made as soon as possible and, in any event, within 30 days of your order and the Seller will not be obliged to offer any compensation for disappointment suffered.

#### 3. The price and payment

- 3.1 Save as provided otherwise herein the Price shall be that as stipulated in the Seller's published price list current at the date of order of the Products. Any event of any increase in the cost to the Seller of raw materials, labour, overheads, or any increase in taxes or duties, or any variation in exchange rate the Seller may increase the Price payable under the contract upon written notice. If notice of price increase is given by the seller, the buyer shall have the right to cancel the order and receive back any sums they have paid. Notice of cancellation must be received in writing by the seller within seven days of

delivery of the notice of price increase to the buyer.

3.2 Payment of the Price shall be due at the date of the order. Time for payment shall be of the essence. If the Buyer does not pay the Price on notification of shipment the Seller may bring an action for the Price even though property in the Products has not been passed to the Buyer. If the Buyer fails to make payment as required the Seller may suspend delivery of the Products or any further Products ordered until payment is made in full.

3.3 Interest on overdue invoices shall accrue from the date when payment becomes due from day to day until the date of payment at the rate of 2% above Barclays Bank Plc's base rate from time to time in force and shall accrue at such a rate after as well as before any judgement.

#### 4. The products

4.1 The quantity and description of the Products shall be set out in the Seller's quotation.

4.2 The Seller may make any changes in the specification of the Products which do not materially affect their quality or performance required to conform with any applicable statutory requirements where the Products are supplied to the Seller's specification.

4.3 Photographs are for illustrative purpose only, and may not exactly match the product itself.

#### 5. Warranties and liability

5.1 All goods supplied by the Seller come with a manufacturer's warranty of at least 12 months.

5.2 The Seller shall provide the Buyer with such information as is required to claim under the manufacturer's warranties. In the event of a claim, the Buyer shall in the first instance

5.3 The Seller does not provide any warranty cover against defects in his own right.

5.4 If the Buyer is dissatisfied with his purchase for any reason he may, within fourteen days of delivery, contact the Seller's customer service department to arrange for collection of the goods at the Seller's expense. Any money which you have paid will be refunded within 30 days provided that the Seller receives the goods in the same condition they were in at the time of delivery to you. The Buyer's account shall then be credited with the full purchase Price of the goods. This credit may be used to buy items from the Seller's online catalogue. It may alternatively be exchanged for a refund.

5.5 Except where the Buyer acts as a Consumer all other warranties, conditions and terms

implied by statute or common law or otherwise are excluded to the fullest extent of the law.

5.6 Insofar as is permitted by law, our only liability to you under these terms and conditions will be, at our sole discretion, to make good any shortage or non-delivery, to replace or repair any goods which are received by you in a damaged or defective state or to refund to you any sums actually paid by you for the goods in question. We will not be liable to you for any indirect or consequential loss or damage arising out of any problem you notify to us and will have no liability to you for any failure or delay in delivering goods or any damage or defect in goods delivered which is caused by any event or circumstance which is beyond our reasonable control. Nothing in this Clause 5 affects your statutory rights as a consumer.

#### 6. Delivery

6.1 Delivery of the products shall be made by the Seller or his agent notifying the Buyer that the products are available for collection at the Seller's premises or for delivery to such place as the Buyer may specify at the time the order is placed.

6.2 The Seller shall use his reasonable endeavours to meet any date agreed for delivery.

6.3 In any event time of delivery shall not be of the essence.

- 6.4 The Seller shall not be liable for any delay in delivery howsoever caused.
- 6.5 In the case of goods purchased by credit card, those goods can only be shipped to the credit card holders address (in order to protect you, we carry out extensive checks to ensure that your card is not being used fraudulently) and must be signed for on delivery.
- 6.6 All orders for delivery to addresses within mainland GB are delivered free of charge, except to PA, IV and KW postcodes where there will be a small additional charge which will be advised prior to order confirmation.
- 6.7 For delivery to Northern Ireland, Isle of Man, Isle of Wight, Scottish Islands and Channel Islands we will deliver free to a nominated mainland GB address e.g. a port. Onward shipping from that point is the responsibility of the customer.
- 6.8 Generally, where an order contains more than one item all items will be delivered at the same time once all items are available.

## 7. Acceptance of the products

- 7.1 Other than where the Buyer acts as a Consumer the Buyer shall be deemed to have accepted the Products 5 working days after delivery to the Buyer.
- 7.2 After acceptance the Buyer shall not be entitled to reject Products which are not in accordance with the contract.

## 8. Title and risk

- 8.1 Risk of damage to or loss of the Products shall pass to the Buyer upon delivery.
- 8.2 Notwithstanding any other provision herein title in the Products shall not pass to the Buyer until the Seller has received in cash or clear funds payment in full.
- 8.3 The Buyer shall not be entitled to pledge or in any way charge by way of security for any indebtedness any of the Products which remain the property of the Seller, but if the Buyer does so all moneys owing to the Seller shall (without prejudice to any other right or remedy on the Seller) immediately become due and payable.

## 9. Insolvency of buyer

- 9.1 This clause applies if:
- 9.1.1 The Buyer makes any voluntary arrangements with its creditors or becomes subject to an administration order or (being an individual or firm) becomes bankrupt, or (being a company) goes into liquidation (otherwise than for the purposes of amalgamation or reconstruction) or
- 9.1.2 An encumbrancer takes possession, or a receiver is appointed, of any of the property or assets of the Buyer, or
- 9.1.3 The Buyer, not being a consumer, ceases, or threatens to cease, to carry on business, or
- 9.1.4 The Seller reasonably apprehends that any of the events mentioned above is about to occur in relation to the Buyer and notifies the Buyer accordingly.
- 9.2 If the Clause applies, without prejudice to any other right or remedy available to the Seller, the Seller shall be entitled to cancel the contract or suspend any further deliveries under the contract without any liability to the Buyer, and if the Products have been delivered but not paid for the Price shall become immediately due and payable that despite any previous arrangement or agreement to the contrary.

## 10. General

- 10.1 Neither party shall be liable for any delay or failure to perform any of its obligations if the delay or failure results from events or circumstances outside its reasonable control, including but not limited to strikes, lock outs, accidents, war, fire, reduction in or unavailability of power at the Seller's premises or its manufacturing plant, breakdown of plant or machinery or shortage or unavailability of raw materials from a natural source of supply, and the party shall be entitled to a reasonable extension of its obligations.

10.2 Any notice required or permitted to be given by either party to the other under the conditions shall be in writing and in the case of notices to the Seller, addressed to the Seller at its registered office or in the case of notices to the Buyer, at the Buyer's address as provided to the Seller.

## 11. Headings

11.1 The headings of the Clauses in these conditions are intended for reference only and will not affect the construction of these conditions.

### 11.2 Representations

No statement, description, warranty condition or recommendation contained in any catalogue, price list or advertisement or communication or made verbally by any of the employees of the Seller shall be construed to enlarge, vary or override in any way thereof any of these conditions.

### 11.3 Additional costs

The Buyer agrees to pay for any loss or extra cost incurred by the Seller through the Buyer's instructions or lack of instructions or through failure or delay in taking delivery or through any acts or default on the part of the Buyer, its servants, agents or employees.

## 12. Proper law of contract

This Contract shall be governed by the law of England and Wales and any dispute, question or remedy howsoever arising determined exclusively by the Courts of England and Wales.