

# aeronchairuk.com

the worlds best chair, at the worlds best price.

## **ORDERING, DELIVERY AND RETURNS FROM [www.aeronchairuk.com](http://www.aeronchairuk.com)**

We will confirm the date of arrival into our warehouse of your chair within 3 working days in writing to the email address supplied during the ordering process from [www.aeronchairuk.com](http://www.aeronchairuk.com). We are pleased to be able to offer our customers a next day free delivery service to the mainland UK upon receipt of your chair into stock. **We regret to say that we do not offer delivery on weekends or any bank holidays.** If your order is of an urgent nature and it is past the deadline for delivery, please call us on **01603 722123** (all calls will be charged at your standard UK land-line rate) we will be happy to make our best efforts to help.

If for some reason you are not at the delivery destination when the courier attempts delivery, a card will be posted through the door to let you know the delivery was attempted. Please call the number on the card to arrange redelivery. If the local courier depot is not contacted within 48 hours from the attempted delivery date the chair will be returned to [www.aeronchairuk.com](http://www.aeronchairuk.com) at which point a redelivery charge will apply to resend the chair to you.

Upon delivery if any goods are damaged, [www.aeronchairuk.com](http://www.aeronchairuk.com) requires that the shipment is refused for delivery. Please contact us immediately on **01603 722123**. Once goods are accepted for delivery you the customer have accepted that the good are "in good condition".

Goods that are requested to be left at a location without a signature is left solely at the customers own risk. If you wish goods to be left you must request this in your 'delivery instructions'.

Goods lost or damages will be replaced free of charge provided we have the item(s) in stock, if the item(s) are out of stock we shall recommend a suitable replacement. The replacement order will be dispatched asap.

Your chair is covered under an extensive warranty programme. If you experience a failure on the chair please contact us on **01603 722123** and we will initiate corrective action if applicable.

Carriage charges incurred by [www.aeronchairuk.com](http://www.aeronchairuk.com) are non-refundable if all attempts for delivery have failed. If a customer requests re-delivery after our initial attempts to deliver all additional carriage costs are charged at cost.

**Returning goods** - If you are not satisfied with the goods in any way please contact [www.aeronchairuk.com](http://www.aeronchairuk.com) on **01603 722123**. All goods must be returned in the original packaging (including strapping) no later than 5 working days from delivery. Any carriage cost is the responsibility of the customer.

**Cancelling the order** – You may cancel the order or amend the specification of the order within 5 working days from receipt of our email confirmation. After this time, cancellation and/or refund will not be possible.

Further terms and conditions are available upon request.