

GENERAL TERMS

PURCHASE ORDERS

Please send your purchase orders to: **ORDERS@WORKSTORIES.COM**

PRICES

All prices in GBP exclusive of VAT. This price list supersedes all previous price lists. Valid from 01.02.2022.

Whilst we have made great efforts to ensure the price list includes accurate data, it may contain a number of errors or missing information. If you are in doubt, please check before ordering.

Special quotations are valid for 30 days unless otherwise agreed. Items and finishes included in this price list are standard. Prices for bespoke options are available upon request.

Workstories Ltd reserves the right to alter the design of its products and discontinue products or finishes at any time without direct notification to you.


CHANGE/CANCELLATION OF ORDERS

You may amend or cancel an order, or contact Workstories Ltd with corrections to the order confirmation, within 48 hours of the issue of the order acknowledgement (Grace Period) by notifying us in writing of the requested amendment, cancellation or correction.

It is your responsibility to check the order acknowledgement and report any errors within the Grace Period.

No amendment or cancellation of the order, or change to the order acknowledgement, may be made after the expiry of the Grace Period except with the written consent of Workstories Ltd. Where consent is given to such amendment or cancellation after the expiry of the Grace Period, Workstories Ltd may require you to pay additional charges as a condition of its consent.

CONDITIONS OF DELIVERY

Our standard leadtime is 6 to 8 weeks. Items available from stock for quick ship, on a 3 to 5 day leadtime, are notified with the icon: 

Please enquire about stock levels before ordering.

Our standard delivery is free of charge for orders with a value of £500.00 net or above – tailgate between 9am–5pm Monday to Friday, to one UK mainland address. Deliveries are made on set days to set areas which will be confirmed by email up to 2 weeks in advance, if your requested delivery date falls outside of this schedule then delivery charges may apply. If there are vehicle restrictions on direct deliveries then we reserve the right to charge for additional vehicles if they are required. If your normal delivery day falls on a Bank Holiday then it will be rescheduled for the same week with a delivery confirmation sent 2 weeks prior confirming which day it will take place.

Delivery of orders under £500.00 will be charged up to a maximum of £50.00. Deliveries to Ireland or Europe are P.O.A. We offer a delivery & installation service if required, P.O.A.

It is the purchaser's responsibility to ensure that building access is adequate before ordering; furniture cannot be cut down or segmented once manufactured. Should it be apparent that goods are damaged/faulty in any way, the recipient/customer must inform the supplier within 48 hours of receipt.

Extended delivery times may occur due to circumstances out of our control. In the event of a delayed/partial delivery, Workstories Ltd will not provide loan furniture but you will be offered a full refund or, if available and acceptable to you, substitute goods of equivalent quality and price. Workstories Ltd have the right to discontinue products or finishes at any time without direct notification to you.

WARRANTY

Warranties only apply if products have been used within and by standard office conditions. Wear and tear must be expected from normal use and are not covered by the warranty. Due to the organic nature of certain materials, changes in appearance may appear for leather, solid wood and veneer tops and are not covered by the warranty. Manufacturers warranty applies to all fabrics and top laminates.

Workstories Ltd reserves the right to refuse replacement or repair if we feel that the product has been abused or has been accidentally damaged by another party. Workstories Ltd also reserves the right to attempt to repair any damaged or faulty products before a decision is made to replace them. In this case, we shall not be liable for any loss occurred by the distributor or customer during this period. Workstories Ltd will not be liable whatsoever for any consequential damage, loss or other expenses whether arising out of contact, negligence or otherwise. Any alterations to our products in any manner will automatically nullify any guarantees offered by Workstories Ltd.

Workstories Ltd offers the following warranty for structural or manufacturing fault from date of delivery:

WORKSTATIONS	15 years (Sit-Stand actuators 5 years)
SEATING, SOFT SEATING, TABLES, BOOTHS, STORAGE	5 years
ELECTRICS	1 year



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