# Hammonds Terms & Conditions

**Clear, simple and designed to help you live better at home.**

At Hammonds, we believe beautifully organised spaces can transform everyday life and that a great experience should start from the very beginning, even in the legal jargon. These terms are here to keep everything clear and straightforward, so you know what to expect from us and what we'll need from you as we create your new space together. If anything is ever unclear, please just ask. We're always happy to help.




HAMMONDS
In order, to live better.

# Quick Guide (What's Covered)


Section

1 About these terms
2 Your order and contract
3 Survey and Design approval
4 Preparing your home for delivery and installation
5 Price and Payment
6 Installation
7 Additional costs and cancellations
8 Ownership and responsibility
9 Our Guarantees
10 Product characteristics
11 Third-party products (inc. Integrated Fires)
12 If something isn't right
13 Our responsibility to you
14 Privacy
15 Legal information


# 1. About these terms

In these terms:
"**We**", "**Us**" or "**Hammonds**" means Hammonds Furniture Ltd.
"You" or "customer" means the person placing the order.
"**Furniture**" or "**goods**" means the fitted furniture and products shown on your personalised quotation.
"**Your home**" or "**property**" means the address where your furniture will be installed.
"**Survey**" means our technical home survey to confirm measurements and installation requirements.

1.1 Before placing your order please carefully read these terms and ask our designer for an explanation of anything you do not fully understand.

1.2 These terms apply together with:

a. Your personalised quotation.
b. The order acknowledgement email we send to you, any redesign (if applicable) you agree to and survey documents you agree to.
c. Applicable guarantees – see section 9.

Together these form your contract with us.

# 2. Your order and contract

2.1 Before you place an order you firstly book a free in-home design visit and once you have booked your in-home design visit, we will create your 'My Hammonds Account' which is secured with a login and password accessible via our website: https://www.hammonds-uk.com/my-account/

2.2 At the free in-home design visit we will bring a range of samples from finishes to styles and accessories, and our designer will provide a 3D CAD Personalised Quotation(s) for the room(s) for your review and approval. Please note you are under no obligation to purchase from us.

2.3 To proceed with your order you can log in to 'My Hammonds Account' at home or at one of our design centres. You must carefully check the information on the Personalised Quotation is to your requirements and accept the quote for each room separately, by confirming 'Proceed with order'.

2.4 Once you've chosen to proceed with your order, you will be taken through to a 'Payment Summary' page. This is the last step before confirming your order and payment options. In this step you will be required to confirm that you have read the choice of funding document and read these Terms and Conditions.

2.5 When you place your order via your 'My Hammonds Account', you will receive an order acknowledgement by email. This email confirms we have accepted your order and forms the binding contract between us, subject to clauses 2.7-2.9 below. You will receive an order acknowledgement by email for every order you place as every order is a separate contract in its own right.

2.6 The order acknowledgement email will confirm:

- The total price payable for your order inclusive of fitting and VAT.
- The method by which you have agreed to pay the total price.
- A copy of the Personalised Quotation.
- A copy of our Terms and Conditions.

2.7 Every order is subject to a survey to ensure everything will fit and can be installed safely in your home.

2.8 If the survey shows installation is not possible, we will refer you back to your designer to discuss a redesign.

2.9 If no resolution can be found, we will refund any deposit in full within 14 days of us informing you that no resolution can be found.

2.9.1 Your contract with us becomes binding once:

a. Your order has been placed through your Hammonds 'My Account' https://www.hammonds-uk.com/my-account/ or by any other method we and you agree.
b. We send you an order acknowledgement by email.
c. For full details of our cancellation policy please see section 7.

2.9.2 Our design, survey and installation services form part of the contract with you and we will carry out such services with reasonable skill and care.

# 3. Survey and Design approval

3.1 All orders are subject to a survey to ensure your furniture fits correctly and functions as intended.

3.2 During the survey we will:

a. Check measurements.
b. Check installation suitability.
c. Make design adjustments for best fit.
d. Show you the survey drawings and the furniture survey report.
e. Obtain your signature in agreement to all the survey documents.

3.3 If changes to design, materials or price are required:

a. We will explain these clearly.
b. Provide updated drawings and costs.
c. Only proceed when you have provided your agreement.

3.4 The survey is a key step in your Hammonds journey to create your new space and so it is important that you or a decision maker of your choosing is present to discuss and approve the survey documents.

3.5 Once you approve the survey documents, these become the final design we will manufacture and install to.

3.6 Pre-survey drawings contained in your Personalised quote are indicative and may change after final measurements taken at Survey.

3.7 We may make improvements to the specifications of the goods (or minor cosmetic changes) or how they are installed before completion of the installation. We will not make any significant changes without your approval.

3.8 Images, photography and marketing materials are provided for illustrative purposes only. While we make every effort to display colours, finishes and materials accurately, variations may occur. Marketing materials such as door and drawer front samples do not indicate the finish, colour grain and texture of other panels such as infills and side panels. For an accurate representation of all finishes, including colour, grain and texture, we recommend referring to physical samples and visiting one of our design centres to view products on display or in situ.

# 4. Preparing your home for delivery and installation

4.1 Typically our fitter will bring the furniture to your home on the day of installation, however in some geographical areas we use a logistics partner to deliver your furniture typically one working day before your installation date. Our logistics partner will contact you approximately two weeks before your installation to confirm your delivery date and time slot. Please note all delivery dates and times are estimated and not of the essence.

4.2 If you receive your furniture via our logistics partner it is important that you keep the furniture safe ready for our fitter's attendance as Hammonds cannot be held liable for any damage caused once delivery has taken place.

4.3 To help us deliver a smooth installation, we ask that before our installer arrives you agree to:

a. Ensure safe and clear staircase access to installation areas, please note that ladder access is not acceptable.
b. Remove all personal belongings, existing furniture, carpets and obstructions from the installation area.
c. Carpets must be removed from the installation area prior to installation. This is required to ensure our installers can fit your furniture correctly and safely. Any new carpets or flooring should be fitted after installation has been completed.
d. Complete any electrical, plumbing or building work, including repairs to walls to a professional standard prior to installation.
e. Inform us of structural concerns (including walls), uneven floors/walls, damp or hazards, where these are not reasonably visible at the time of survey.
f. Not make changes to the room after survey without telling us.

4.4 If your home is not ready when we arrive, installation will need to be rearranged into the next available installation slot within our standard planning cycle (typically around 4-6 weeks, subject to availability). See section 7 for further details.

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# 5. Price and Payment

5.1 Your order acknowledgement email shows the full price of your furniture and installation.

5.2 Unless you are using a Hammonds finance partner, our payments terms are:

a. 25% deposit when placing your order.
b. 65% due 15 working days before delivery.
c. 10% of the total price on the day of completion.

5.3 Payments can be made securely through your Hammonds 'My Account' via https://www.hammonds-uk.com/my-account/. If you need help accessing your account, we will be happy to assist, please contact us via our website or on 0800 021 4363.

5.4 All prices include VAT unless stated otherwise.

5.5 If stage payments are not received on time, this may affect previously agreed installation dates and we may delay manufacture or installation until payments are up to date.

## 6. Installation

6.1 To carry out your installation, we'll need access to your property, including the room where the work will take place, typically between 8:00am and 6:30pm on the agreed installation date(s).

6.2 If your installation is over running and our installer needs to continue beyond these hours, they will always check with you first. We'll only carry on working outside of these times if you're happy for us to do so.

6.3 Our fitting teams will always treat your home with care and respect and aim to minimise disruption wherever possible. We kindly ask you to keep children and pets away from the room of installation.

6.4 We will always aim to meet agreed dates but are not liable for reasonable delays outside our control. Occasionally this may occur due to material availability, scheduling, vehicle breakdown, extreme weather conditions and other events beyond our control. If this happens, we will contact you as early as possible to agree a new date.

6.5 During installation:

a. As part of your installation, there will be cutting required within the room of installation. This will create a degree of noise and dust.
b. Minor cosmetic touch-ups to the room of installation may sometimes be required by you, this does not apply where the need for making good arises from our negligence or failure to take reasonable care.
c. We recommend you decorate after installation where possible, except where SpaceMax™ furniture is to be installed.
d. You agree to allow our fitter to use the mains electricity (13A 240V socket) at your home free of charge.

6.6 For carpeted rooms, slight settlement of fitted furniture can occur over time. This is normal and not a fault.

# 7. Additional costs and cancellations

We always aim to minimise any additional costs and will discuss these with you before they apply. Where costs arise due to changes outside our control or after manufacturing has begun, we may need to recover reasonable costs already incurred.

Because your furniture is made specifically for you and installation time is reserved in advance, the following charges may apply if plans change.

## 7.1 Changes after design approval

If you request changes after final survey approval:

a. We will always try to help where possible.
b. Any product cost differences will be discussed in advance and we will only proceed once you have agreed to any change in costs.
c. As a result, installation dates may need to be adjusted to accommodate these changes, but we will always work with you to agree a suitable revised date.

## 7.2 Postponing installation

If you move your installation date:

a. More than 21 working days before installation — no charge.
b. Within 21 working days of your scheduled installation — there will be no charge; however, your reserved installation slot will be released and your order will be rescheduled into the next available installation slot within our standard planning cycle (typically around 4-6 weeks, subject to availability).

## 7.3 Cancelling your order

Because your furniture is made to your specifications, your legal right to cancel (sometimes referred to as a "cooling-off period") does not apply under Regulation 28(1)(b) of the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

However, as a gesture of goodwill, you may cancel your order within 14 days of placing it. Any payments made will be refunded to your original payment method within 14 days of cancellation.

If you request to cancel after 14 days, the following applies:

a. **Before survey** — You will receive a full refund.
b. **After survey but before manufacture** — A cancellation charge of 3.5% of your order value to cover costs already incurred.
c. **After manufacture has started** — a cancellation charge of 25% of your order value will apply. This reflects costs already incurred including, survey, materials, manufacturing, administration and reserved installation capacity.
d. **Once goods have been delivered** — cancellation is no longer be possible. This does not affect your statutory rights.
e. Any deposit paid will be deducted from applicable charges.
f. If you have paid more than the cancellation charge, we will refund the difference within 14 days.

g. If you've paid less than the cancellation charge that applies, we'll confirm your cancellation once the remaining balance has been settled. You'll have 14 days from the date we notify you to make the payment.
h. To cancel your order please contact us via https://www.hammonds-uk.com/my-account/ or by phoning 0800 021 4363.

### 7.4 Aftercare visits (non-guarantee work)

If you request a service visit not covered by guarantee:

a. Aftercare visit: £250 per room/visit.
b. Additional parts/repairs will be chargeable and quoted in advance.

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## 8. Ownership and responsibility

8.1 Your furniture remains our property until payment has been received in full at which point legal ownership will pass to you.

8.2 Once delivered to your home, you are responsible for keeping the furniture safe and appropriately insured.

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## 9. Our Guarantees

9.1 We stand behind the quality of our products and workmanship. This guarantee is in addition to your statutory rights.

9.2 Furniture guarantee:

a. 10 years on Hammonds fitted furniture.
b. 5 years on StairSpace™ furniture.

9.3 The guarantee applies where:

a. Furniture has been installed by Hammonds.
b. It has been used for normal domestic purposes; please note Hammonds furniture installed in a workplace or commercial environment is guaranteed for 5 years or 2 years for StairSpace™ furniture.
c. Care instructions have been followed.

9.4 Normal wear and tear, accidental damage and natural colour changes over time are not covered.

9.5 If something is not right, we will repair or replace where appropriate.

9.6 The guarantee is provided to the original purchaser but may be transferred to a new homeowner upon request, provided we can verify at our reasonable discretion the furniture remains in its original location and condition.

9.7 Full guarantee details are available within your online account and on our website via https://www.hammonds-uk.com/my-account/.

## 10. Product characteristics

10.1 Our furniture installations are bespoke, made to order and tailored specifically to your individual requirements. While we utilise a range of pre-configured unit sizes, each installation is carefully configured and adapted in your home using bespoke infills to suit the exact dimensions and aperture of your room. Every design is personalised to reflect your interior preferences, including layout, finishes, and detailing. In addition, all furniture is professionally built and fitted within your home, ensuring a seamless, made-to-measure result that is uniquely suited to your space.

10.2 Many of our products use natural wood and wood-based materials. Variations in colour, grain and texture are normal and part of the character of the furniture.

10.3 Lighting in your home, or natural light, may affect how colours appear once installed.

10.4 Where different materials or boards are used, slight colour, grain and texture variations between components can occur.

10.5 Large panels, over 1500mm, may include joins where required for manufacturing or installation.

10.6 These natural characteristics do not affect durability or performance and are not faults.

## 11. Third-party products (inc. Integrated Fires)

11.1 If your installation includes third-party products (for example integrated fires), their warranties are provided by the manufacturer.

11.2 We are not responsible for delays, defects or costs arising from third-party products supplied by others.

11.3 We will install and demonstrate them where agreed, but product faults should be reported directly to the manufacturer under their warranty. Hammonds remains responsible for any installation work carried out by its fitter under the contract.

11.4 Where your order includes the fitting of an integrated fire the following applies:
You agree to:

- Order the specified fire directly from British Fires (a third-party) and ensure delivery before installation (Please note: British Fires only offers a doorstep delivery service). Please note the contract for the fire will be between you and British Fires.
- Check it is correct and undamaged on arrival.
- Ensure all electrical work is completed by a qualified electrician.
- Contact the manufacturer directly for product faults.
- Use the product in accordance with manufacturer instructions.

11.5 If the fire is not delivered in time, you will need to arrange installation of the fire separately and at your own cost, if you choose to postpone your Hammonds installation, please refer to 7.2.

11.6 Where agreed, we will:

a. Unpack and position the fire.
b. Plug it in and demonstrate basic functionality.

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# 12. If something isn't right

12.1 We are committed to delivering an excellent experience.

12.2 If you are unhappy at any stage, please contact us via your 'My Hammonds Account' at **https://www.hammonds-uk.com/my-account/**, so we can:

a. understand the issue
b. investigate promptly
c. agree a fair solution.

12.3 **Please click here to view our complaints procedure**

12.4 If we cannot resolve matters together, you may refer your complaint to the Furniture & Home Improvement Ombudsman

Telephone: 0333 241 3209
Email: info@FHIO.org
Address: Premier House, 1–5 Argyle Way, Stevenage SG1 2AD
Website: www.fhio.org

12.5 For credit brokerage related finance matters, the Financial Ombudsman Service.

Telephone: 0300 123 9123
Email: complaint.info@financial-ombudsman.org.uk
Address: Financial Ombudsman Service, Exchange Tower, London E14 9SR
Website: www.financial-ombudsman.org.uk

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# 13. Our responsibility to you

**13.1 Our commitment to you** - We take pride in delivering a high-quality experience and will always install your furniture with care, attention and professionalism, ensuring everything is completed to the standard you would expect from Hammonds.

We will ensure that all goods match the description provided and if something goes wrong due to our actions, we will take responsibility for putting it right. This includes damage caused by our negligence, although minor cosmetic touch-ups to the room of installation are your responsibility.

We will always provide our services with reasonable care and skill, as required under consumer law. Your statutory rights are always protected, and nothing in these terms affects those rights.

**13.2 Limits on our liability**
Where we are responsible for a loss, our liability will be limited to the total amount you have paid us for your order.

This does not apply to:

- Death or personal injury caused by our negligence.
- Damage to property caused by negligence.
- Deliberate damage.
- Statutory remedies under CRA for goods/services (to the extent applicable).
- Fraud or fraudulent misrepresentation.
- Any liability that cannot be limited or excluded under law.

# 14. Privacy

14.1 Our privacy policy is available at: www.hammonds-uk.com/privacy

# 15. Legal information

15.1 These terms are governed by the laws of England and Wales.

15.2 Any disputes will be handled by the courts of England and Wales, however this provision does not affect your mandatory rights to bring a claim in your local court where applicable (e.g. Scotland and Northern Ireland).

15.3 Hammonds Furniture Ltd, Nutts Lane, Hinckley, England, LE10 3QQ.
15.4 Registered in England No. 01320508.
15.5 VAT number 729 8555 82.

**Your statutory consumer rights are always protected.**
**These terms do not affect those rights.**