



Terms and Conditions



1 Orders

The seller's catalogue and website is an offer to treat only. Any contract shall consist of the buyer's order and the seller's acceptance thereof. Any order accepted by the seller shall be subject to the seller's conditions of sale and no other conditions shall apply unless expressly agreed in writing by the seller.

2 Prices

Quoted prices exclude delivery anywhere within the UK mainland, including the Highlands and Islands (unless stated on the website). The prices invoiced will be those currently charged by the seller at the date of despatch. Although every effort is made to ensure the prices stated in the website are correct, should an error on price occur, and an order is placed, you will be informed and given the option of continuing the order at the correct price or cancelling the order. All prices are subject to VAT. All packing is non-returnable.

3 Point of Delivery

In accordance with normal transport practices all goods will be delivered to the goods inwards department or reception on the ground floor and off-loading facilities must be provided by the customer. Please note that a signed consignment note constitutes delivery of goods. Please check that the number of boxes received, corresponds with the delivery note before signing.

4 Delivery Time

Times quoted are so quoted in good faith but shall be non-binding. To facilitate a prompt delivery all despatches will be made direct from either the point of manufacture or distribution. The seller shall not be liable for any losses incurred by the buyer or any other person as a result of any delay in the delivery of the goods or any part of the order for any reason whatsoever. The due performance of the contract is subject to cancellation or such variation as the seller may find necessary as the result of instructions or lack of instructions from the buyer, or as a result of industrial dispute or of any cause whatsoever beyond the seller's reasonable control. The seller reserves the right to make partial deliveries.

5 Payment Terms

Payment is accepted by credit/debit card only.

6 Guarantee

Except as herein expressly provided and as provided by law, the seller does not supply goods with the benefit of any term, warranty or condition, express or implied, as to the merchantability of the goods or their suitability for any purpose whatsoever. As far as it is able the seller will assign to the buyer all rights conferred on it by any of its suppliers. Insofar as quality of materials used in goods manufactured for the seller is concerned, the seller shall have the option to repair, replace (or at its sole discretion refund to the buyer the price of the goods without any further liability) parts agreed by it as being defective, and which have been returned to it, carriage paid, within a minimum period of 1 year from the date of delivery to the buyer's works. Goods subjected to fair wear and tear, misuse, defective maintenance, alteration or modification, are excluded from this guarantee. Goods covered are subject to single shift working only. In no case shall the liability of the seller hereunder exceed that of the actual manufacturer of the particular goods or parts thereof. Any liability on the part of the seller is subject to terms of payment being met.

7 Technical description and date

Such descriptions whilst given as a guide, in good faith, are subject to alteration by the seller without notice. In particular all weights and dimensions are approximate only. All maximum load capacities stated are for evenly distributed loads only.

8 Consequential loss

Except in respect of death or personal injury caused by the seller's negligence, or as herein provided, the seller shall not be liable to the buyer for any consequential loss or damage (whether for loss or profit or otherwise) costs or expenses or their claims for consequential loss whatsoever which arise out of or in connection with the supply of the goods or their use or re-sale.

9 Claims

Notification of non-delivery must be made in writing within 7 days of invoice date and for shortages or damage within 3 days of receipt of goods. Failing this no claims will therefore be entertained.

10 Returned Goods

Goods will be accepted back for credit only with the express permission of Ace Office Furniture. Please contact us for instructions on point of delivery. Made-to-order items cannot be accepted back in to stock. If you need to cancel your made-to-order items for any reason, this can only be accommodated within 24 hours of placing the order. If a cancellation is possible after 24 hours, Ace Office Furniture will charge a cancellation fee as it is unlikely that we could re-sell made-to-order items to another customer. Please contact Ace Office Furniture for details. Made-to-order items cannot be cancelled after despatch from the warehouse. Refused deliveries of made-to-order items are not eligible for credit. Our usual refund policy does not apply to made-to-order items, which cannot be returned or exchanged unless faulty. The above conditions do not affect your statutory rights when goods are faulty, or not as described. Goods must be returned in their original packaging, unused, unassembled and in a resaleable condition. Credit shall not be given for goods received damaged. The buyer shall unless otherwise stated be responsible for the cost of the return carriage of all goods returned which shall be at the risk of the buyer until actual receipt of the goods to Ace Office Furniture. Proof of return delivery will remain with the buyer. We reserve the right to charge for incomplete returns, orders placed in error or not wanted, at a minimum rate of £30.