

This page is for carrier deliveries outside of our own local delivery area - and goods purchased online.

## **Delivery Area**

We deliver FREE to mainland UK. We offer Free Delivery on all internet orders apart from the Candy model. Some areas such as Scotland, Scottish Grampian & Highlands, Jersey and Guernsey will be on a 3 day service, with an additional charge of £25

## **Delivery Charges**

Delivery is FREE NEXT working day (8.00am – 6.00pm) on all orders (apart from Candy model) received & checked before 10am. Orders under £45 incur a £10 delivery charge . (Geographical restrictions apply - as above)

Once we have cleared Payment we will dispatch your items. Orders placed after 10am on Friday, Saturday and Sunday will be dispatched Monday for delivery Tuesday or for your selected date. We use an outside carrier to deliver on our behalf and as with all carriers delivery is 99% guaranteed. If there are delays or part deliveries that we are not responsible for, we assure you that we will rectify the error as soon as possible.

Our carrier offers additional services such a before noon delivery at an additional cost of £15.00, or a before 9.30am at an additional £30.00.

Delivery is on a one man service and is delivered to the door only. If you have steps up or down to your door, delivery will be made to the steps. Our carriers are unable to take to the room.

On larger items, the driver may need some assistance unloading your goods from the vehicle. Please bear this in mind when choosing your delivery day.

## **Saturday Deliveries**

We do also offer a Saturday delivery at an additional charge of £25.00. Orders need to be placed by 10:00am on Friday previous to delivery day.

## **Things you must do when your delivery arrives?**

It is very Important that you check the items upon delivery before signing. If the box or packaging shows signs of damage please refuse items. By placing an order with Sound Sleep Ltd you agree to these conditions. We regret that we cannot be held responsible for damages that have not been signed for damaged or refused.

Collections can be made from our warehouse in Winfarthing, Norfolk. On weekdays only between 9:00am and 4:00pm. This is by prior arrangement with our sales office on 0844 692 3868

## **How will my delivery come?**

All of our orders are delivered by ONE MAN to the first accessible ground floor door of the premises. The driver will not take items up (or down) steps to get to this door and are not insured to take any items into your property. Please ensure that on larger items that there is someone available to assist the driver in unloading your goods.

## **Can I Return My Item?**

We only accept returns within 5 days from delivery date and are still brand new in original packaging. Items will only be accepted where assembly has not been attempted and returned in a reasonable condition. Ripped open packaging will not be accepted.

You may return the items through your own specified courier or we can get these collected using our own courier at the charge of £50. The customer needs to ensure that items are checked on delivery before signing for them. We regret that we can not be liable for damaged items through our couriers which have been signed and checked by the customer.

By placing an order with Sound Sleep Ltd - you agree to our terms and conditions on this page.