

Disposal of your old furniture

Over the past few years, the disposal of unwanted domestic furniture, including beds, mattresses, sofas and chairs, has become more and more difficult as landfill sites become fewer. Legally, we cannot now dispose of old furniture on your behalf. We'll happily put it in your garage or fold up your mattresses to put in your car, but we can't take it away for you. If you are buying a new bed or sofas and chairs from us and can't find a relative or friend who can re-use your old furniture, here are some guidelines for the disposal of your existing furniture:

Charities: If your old furniture is in good enough condition for one of the charities to re-sell, i.e. it's free from stains and physical damage and, most importantly, displays the required labeling (see below) to indicate that it was manufactured to the standards specified by the Furniture and Furnishings (Fire) (Safety) Regulations 1988, then you can contact any of the following local charities who will normally collect from you free of charge. Even the charities who re-sell furniture to raise funds are becoming more picky as to what they will accept, but a rule of thumb is:

If you were looking for such an item, would you buy this furniture secondhand?

The main local charities who will take furniture:

St Luke's Hospice - Tel: 01752 756535
www.stlukes-hospice.org.uk

ReFurnish Devon - Tel: 01752 897311
www.dff.org.uk

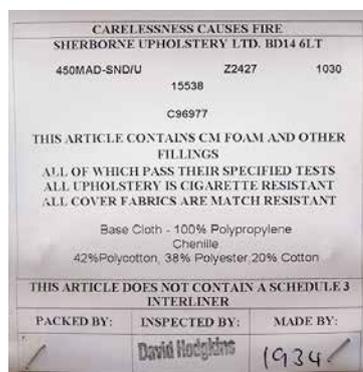
British Heart Foundation - Tel: 0844 412 5000
www.bhf.org.uk

If instead you would prefer us to take the furniture to one of these charities, we make a charge of £10 for doing so.

For you to sell your furniture by advertising it, or for the charities to accept it, the presence of the correct fire labels is essential, but their appearance and position on the furniture will vary from piece to piece, so the information below is just a guide:



Labels on Beds: The label (example shown on the left) is normally sewn in to the seam at the head or foot end of the mattress and (depending on age) will look similar to the picture on the right. The text in the bottom box will vary according to the date of manufacture, but the image and colours are consistent. If you can't find a label, or even if the bed is nearly new but the label has been removed, none of the charities will accept it and it will have to be disposed of by other means.



Labels on Sofas/Chairs: With seating, the label is normally sewn into the upholstery below the seat cushions or is stapled to the underside of the furniture. The label (example shown on the left) may be more wordy and less colourful than those found on mattresses and will normally include the manufacturer, the fabric used and whether the fabrics are cigarette and match resistant. A sample of a recent label from a Sherborne sofa is shown on the left. Again, if the furniture is too old or the labels are missing, you have little choice but to send it to land fill.

Older Furniture: Where the furniture is too old or in too poor a condition to be acceptable to any of the charities, then you have a number of options:

Your local Recycling Centre: If you can fit the furniture in your own transport, you, as a private individual, can take it to your local Recycling Centre for disposal. You won't normally be charged for this and the Centre staff will usually give you a hand to lift heavier items.

Local Authority Disposal: Your local council will also offer a disposal service. However, they do place certain constraints on their collection services and the furniture will need to be dry and easily accessible. We can put your old bed or sofa in your garage to await collection if required. All local authorities in this area make a charge for this service and you should contact their Recycling and Waste department for more information.

Some useful Council numbers:

Plymouth City Council (bulky waste)

Tel: 01752 304750

www.plymouth.gov.uk/bulkywaste.htm

Cornwall Council (bulky waste)

Tel: 0300 1234 141

www.cornwall.gov.uk/default.aspx?page=27159

South Hams District Council (bulky waste)

Tel: 01803 861234

Type "South Hams bulky waste collections" into Google

West Devon Borough Council (bulky waste)

Tel: 01837 659309

Type "WDBC bulky waste collections" into Google

Thank you for placing an order with The Back Centre, we very much appreciate your custom.

This summary is just to let you know what happens next and forms part of our Terms & Conditions.

Ordering and Delivery Times:

We normally fax or email the details of your order to the manufacturer on the day we take the order. Most manufacturers will then send us a confirmation within 10 working days, giving a shipping or dispatch date. We will have given you an estimated time for delivery, based on the current information from our suppliers, but if there is any change to this, we'll let you know.

Delivery to you:

As soon as we have received your furniture from the manufacturer, we'll contact you to arrange delivery. It's helpful if you can give us both a home and mobile telephone number and an email address, but if we cannot contact you by those means, we'll write to you to ask you to contact us. We deliver during the working day, Monday to Friday and will do our best to find a mutually convenient time to deliver. If you are not ready for the furniture when it arrives with us, we may ask you for the balance payment at that point.

We deliver everything ourselves and will pre-arrange a delivery day and time with you. We aim to be with you within 30 minutes either side of any specified time. We appreciate that you don't want to take a whole day off work to wait in for us, so we try, road conditions permitting, to be with you as close to the booked time as possible. If there is any change to this, we'll call you to let you know. We are happy to liaise with a key-holder, neighbour or relative if you can't be there in person.

We will deliver any goods that we sell to you into the room in which it is to be used but we ask you to ensure that the room has been cleared ready to take the new furniture. We'll unpack and assemble where necessary. Any packaging will be removed and any polythene, cardboard or polystyrene is taken back for recycling. Where appropriate, we'll give you a brief introduction to the operation, care and maintenance of the furniture and make sure you're happy with the product.

Access to and within your house is your responsibility. When you place an order, please make sure that the furniture will fit into your house; this is particularly important for some larger sofas and beds. If you are in any doubt, please ask us before placing the order to avoid the inconvenience, expense and embarrassment of ordering furniture that is impossible to deliver to the required room. If delivery requires the unplanned removal of doors or other work by our delivery staff, we reserve the right to charge for the time involved. Our delivery staff will take all reasonable care but please make sure that items of value, such as ornaments, glass shades and pictures are removed from the access route before we arrive. This is particularly important on staircases.

If it is evident that there will be particular problems involved in delivering to your home – such as a high wall or balcony – please ask us to make an assessment and give you a quotation for the additional delivery cost.

Payment:

We normally require a 20% deposit with your order, although for some non-standard or unusual colour or size options, we may request up to a 50% deposit. The deposit can be paid by credit or debit card (please note that we do not accept American Express) or by cheque. For the balance, we have a mobile terminal to process your card at the time of delivery. We will only accept cheque payment for balances if you allow 10 working days for cheque clearance prior to delivery.

Cancellation

For non-stock items which are ordered for you, such as sofas, recliners, beds or office chairs, please consider carefully before you order. Occasionally, circumstances change and you may find that you are unable to proceed with an order which you have placed with us. We will always try to be as understanding as possible but you must understand that a charge will have to be made. So if you do wish to cancel, please inform us as soon as possible so that we can contact the manufacturer. If we cannot cancel the order with the manufacturer, we will charge you a minimum of 50% of the value of your order, to cover handling and disposal of the unplanned stock.

Second thoughts

If, after delivery, you change your mind, there is no obligation for us to take the goods back for a refund. Items such as sofas, recliners, beds or office chairs that have been ordered for you in your choice of finish will not be taken back by our suppliers and can be very difficult for us to re-sell. Under some circumstances we may offer to take the goods back, but we will charge a restocking fee of 50% to cover handling, stocking and disposal of the unplanned stock.

Your Existing Furniture:

See overleaf for details of the disposal of your existing furniture. Please note that we may refuse to move or take away any item which is wet, heavily soiled or which is likely to cause damage to other furniture being carried on the vehicle.

And finally:

As a long established local family business, much of our custom comes through personal recommendation. We value your feedback, good or bad, from which we can learn and continually improve our service. If we've done a good job and you like what you've bought, tell your friends and family. If not, tell us, and we'll do our best to put things right.