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## TERMS AND CONDITIONS

1.1 This page sets out the terms and conditions on which we supply all goods listed for sale on our website [www.thelittleinteriorcompany.com](http://www.thelittleinteriorcompany.com). By ordering our Goods you agree to these terms and conditions.

## 2. DEFINITIONS

2.1 In this Contract:

a. 'Condition' means the standard terms and conditions of sale set out below, including any special terms and conditions, agreed in writing by us;

b. 'Contract' means any contract for Goods made between you and the Company;  
'Goods' means the Goods which we shall supply in accordance with these Conditions;

c. 'Order Confirmation' means confirmation that your order has been received and accepted and Goods will be dispatched to you once payment is made;

d. 'We' means The Little Interior Company, also referred to as the 'Company', which is the trading name of The Little Interior Company, Allens Farm Barn, School Road, Neatishead, NORFOLK, NR12 8AA.

Email: [fiona@thelittleinteriorcompany.co.uk](mailto:fiona@thelittleinteriorcompany.co.uk). Telephone: 07515653197. We are a UK based company.

e. 'You' means the customer seeking to purchase the Goods from us and 'Your' shall be construed accordingly.

## 3. ELIGIBILITY TO PURCHASE GOODS

3.1 All Goods on the website are available for sale to UK residents only.

3.2 Although please feel free to telephone or email to check that we deliver to your area before placing your order if you are ordering goods for delivery outside of the UK.

3.3 In placing an order with us, you warrant that you have the necessary permission and authority to enter into this Contract.

3.4 We will not be responsible for fitting costs or penalties relating to delayed deliveries.

3.5 We will not be responsible for any damage to any goods that take place when they are being manoeuvred into position.

## 4. PRICING & PROMOTIONS

4.1 The price of the Goods shall be the price given on the date you place your order and will be confirmed on your invoice.

4.2 All prices are quoted in UK Pounds Sterling

4.3 Prices exclude delivery costs, which will be added to the total amount due as set out in our

Delivery Guide.

4.4 The price of the Goods will include VAT at the prevailing rate.

4.5 Prices correct at time of print. Errors and omissions excepted.

4.6 Prices are liable to change at any time, but changes will not affect orders in respect of which we have already sent you an Order Confirmation.

4.7 Despite our best efforts, pricing errors may occur from time to time. We will normally verify prices as part of our Order Confirmation procedures so that, where the correct price is less than our stated price we will charge the lower amount when dispatching the Goods to you. If the correct price is higher than the price stated, we will normally, at our discretion, either contact you for instructions before dispatching the Goods, or reject your order and notify you of such rejection.

4.8 Payment for Goods must be by credit or debit card, bank transfer, PayPal. We accept payment with Visa, Delta, Switch, and Solo. We will not dispatch your order until we receive payment in full.

4.9 Any subsequent discounts, promotions, or price reductions apply only to new purchases placed after the promotion begins.

4.10 Orders that are already processed or dispatched are not eligible for price adjustments, refunds, or credits based on later price changes.

4.11 Customers who wish to benefit from a later promotion may place a new order; however, our Returns Policy (including any applicable delivery, restocking, or re-boxing charges) will apply to returned goods.

4.12 Discounted items may have limited stock availability and could sell out at the time your order is placed. In such cases, a member of our team will contact you to advise on the next steps.

## 5. ORDERS

5.1 We make every effort to offer only Goods that are available and in stock.

5.2 After placing an order, you will receive an e-mail from us acknowledging that we have received your order. Please note that this does not mean that your order has been accepted. Your order constitutes an offer to purchase. All orders are subject to acceptance by us. We will confirm acceptance by sending the Order Confirmation. The contract between us will only be formed when we send the Order Confirmation.

5.3 The Contract will relate only to those Goods listed in the Order Confirmation. We will not be obliged to supply any other Goods which may have been part of your order until an Order Confirmation in respect of those Goods is sent.

5.4. If any quantities or items are incorrect on the Order Confirmation the customer must report this on the day of the order confirmation is provided or refer to the 'Returns policy'

## 6. BESPOKE ORDERS

6.1 Goods made to measure from information/measurements provided by or bespoke to the requirements of the customer are non-returnable unless faulty.

6.2 If you would like to order Goods in a specific size not listed on our website please contact us.

6.3 Similarly, the handmade nature of the work we sell means that it is usually possible to request changes to elements of a design or size.

6.4 When a bespoke order is made you will receive a confirmation email to confirm measurements provided. Your order will only go into production once the email has been acknowledged by the customer.

## 7. FRAUD

7.1 In order to protect against fraud, we are only able to ship items to the billing address of the credit cardholder. We do check the address you give on your order before shipment.

## 8. ORDER CHANGES

8.1 Should you wish to change the order, delivery date, or delivery address, you should contact us immediately after the order has been made for us to adjust the contract immediately.

## 9. CANCELLATION RIGHTS

9.1 You will be entitled to cancel the Contract with us in the following circumstances:

a. Internet, telephone, where goods have not been installed and you are unhappy with the Goods, for whatever reason, and notify us before the expiry of 14 days from the day after the day on which the Goods were received; or

b. Where Goods supplied are faulty or not in accordance with the specifications of your order.

9.2 Should you decide to return the goods you must notify us of cancellation in writing to [fiona@thelittleinteriorcompany.co.uk](mailto:fiona@thelittleinteriorcompany.co.uk) within 14 working days of receipt of the goods.

9.3 You are obliged to take care of any Goods that you intend to return to us. We ask you to return only items which are complete, unused, and in the original packaging at your own cost, within 21 days of cancellation. Please ensure that they are packed appropriately. We also encourage posting with tracking.

9.4 A refund will be reimbursed to you within 14 days from the day on which we receive the item(s) back

9.5 We cannot refund goods that have been damaged whilst in your possession.

9.6 When you return Goods to us in a condition that indicates that they have been used or installed, we will consider you to be in breach of your legal duty to take reasonable care of the goods and reserve the right to reduce the value of any refund to reflect use.

9.7 This right of cancellation does not apply to special orders of goods or where goods are specifically made to your specification or personalised at your request.

## 10. RISK AND TITLE

10.1 Ownership of the goods will only pass to you when we receive full payment of all sums due in respect of the goods, including delivery charges.

## 11. RETURNS POLICY - DEFECTIVE OR INCORRECT GOODS

11.1 All goods are inspected thoroughly before dispatch and are deemed to be in a saleable condition upon dispatch.

11.2 We recommend that you inspect the goods within 7 days from the day after delivery to ensure they are as ordered and undamaged. Please verify that each item matches your order and is in good condition.

11.3 You will be responsible for the care of the goods once they are delivered. We will not be responsible for any damage caused by incorrect storage.

11.4 We will not be liable for any damages to goods caused by installation or manoeuvring into place.

11.5 If you find goods to be faulty or not as described, we will be happy to accept a return from you in accordance with the following policy.

11.6 The Little Interior Company will replace goods that have been incorrectly supplied or damaged in transit during their delivery.

11.7 You must notify us in writing by email to [fiona@thelittleinteriorcompany.co.uk](mailto:fiona@thelittleinteriorcompany.co.uk) to explain your concerns. Please title your email 'Damaged Goods' and then order number. If we agree with your concerns, we will confirm by email that you may return the goods in their original condition and packaging which must be sent to us as soon as possible and no later than 14 days following delivery.

11.8 We will issue a refund within 14 days of receipt of the returned goods or dispatch an exchange if this has been requested.

11.9 When returning goods to us please include the return form which will need to be completed by the sender. This will speed up the processing of your return.

11.10 If goods are returned to us due to delivery issues and we agree to re-send them, you will be responsible for any additional delivery costs, if the failed delivery is deemed to be your fault.

11.11 We recommend that you thoroughly inspect goods on delivery.

## 12. SHIPPING

12.1 All goods are shipped either by our nominated distribution company or by our own vehicles. A signature will be required on receipt.

12.2 Unless otherwise stated please allow 7 to 14 days for delivery.

12.3 Please note, the delivery drivers will be instructed to deliver the goods to the front door of the delivery address. Delivery to the front door can only happen if the driver has a pump truck

available otherwise delivery will be kerbside If there is no clear pathway to the front door delivery will be made kerbside side only. For insurance purposes, we can not carry goods into your home. For health and safety reasons furniture will not be carried up or down outside steps.

### 13. OUR RIGHT TO VARY THESE TERMS AND CONDITIONS

13.1 These terms of sale and any document expressly referred to in them represent the entire agreement between us in relation to the subject matter of any Contract and supersede any prior agreement, understanding, or arrangement between us, whether verbal or in writing.

13.2 We have the right to revise and amend these terms of sale from time to time.

13.3 You will be subject to the policies and terms of sale in force at the time that you order goods from us unless any change to those policies or these terms and conditions is required to be made by law or governmental authority (in which case it will apply to orders previously placed by you), or if we notify you of the change to those policies or these terms and conditions before we send you the Order Confirmation (in which case we have the right to assume that you have accepted the change to the terms and conditions unless you notify us to the contrary within seven working days of receipt by you of the goods).

### 14. GENERAL

14.1 Where any competent authority deems any Condition to be invalid or unenforceable in whole or in part, then the offending part shall be removed and the validity of the remainder of the Condition shall not be affected.

14.2 All contracts formed, sales made and legal disputes arising from the use of this website shall be governed by English law. The English courts shall have exclusive jurisdiction to settle any disputes which may arise out of or in connection with these terms of sale or use of our site.

14.3 These terms and conditions shall apply to all internet sales made by Us and by placing an order with us you are accepting these terms and conditions.

14.4 These Conditions do not purport to confer a benefit on any third party by virtue of the Contracts (Rights of Third Parties) Act 1999 by any person that is not a party to it.

14.5 The Contract and these Conditions shall be governed by the laws of England, and you agree to submit to the non-exclusive jurisdiction of the English courts.

14.6 Any notice required or permitted to be given by either party to the other under these Conditions shall be in writing addressed to the other party and delivered to the address provided at the time the order is confirmed or any subsequent or alternative address which one party may notify to the other from time to time.

14.7 These Terms of Sale Do Not affect your Statutory Rights,

### 15. GUARANTEES

15.1 Proof of purchase is required before any guarantee claim can be assessed.

15.2 We shall make good by reimbursement of the whole or part of the price or, at our option, by repair or by replacement any defect developing under normal domestic use of the Goods within the stated guarantee period for the Goods affected, see below for full details of our Goods guarantees.