



The Designer Furniture Co.

**Selling Services  
Terms & Conditions**

## Terms & Conditions

- TDFC require the client to provide the full address to access to the property for collection of the furniture, required to meet the terms of the contract.
- TDFC offer free collection within 28 days, however the client reserves the right to request premium collection as a paid service to ensure collection is within 10 working days.
- The client reserves the right to instruct their own courier to deliver the items sooner than 28 days should they wish, however if the items arrive in a way in which was not previously stated, damaged or other TDFC reserves the right to refuse the delivery, any return cost is then the responsibility of the client.
- TDFC reserve the right to charge for any and all inaccuracies in the description of collection which may cause additional charges. Eg. Stairs not previously stated which may require additional staff required to remove the furniture.
- TDFC require the client to provide accurate photographs, descriptions and receipts for the original purchase of the furniture. Any and all inaccuracies will cause this contact to be null and void. TDFC reserve the right to rescind any and all proposals for sale based on inaccuracies.
- In the case of multiple items, the valuation only pertains to the stored goods as a whole and collective entity. If the client decides to exclude an item from the valuation, the process must be repeated and requested once again. The initial valuation is therefore void.
- TDFC reserve the right to adjust valuations based on furniture condition upon inspection/arrival. This can result in either an increase or decrease.
- The Client reserves the right to reject the valuation
- TDFC will always act within the best interest of the client
- Should a sales offer be rescinded due to description inaccuracies the client may be responsible for a non-collection fee. This will be at the discretion of TDFC up to the cost of £450.



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- TDFC reserve the right to return the furniture to the client within 10 working days without giving a reason. The client will be given 5 working day notice and a three hour time slot.
- TDFC reserve the right to adjust the valuation price within the best interest of the client
- TDFC will pay the client 100% of the valuation provided, after commission
- TDFC take a commission payment of 50% from the final sold price – from this figure TDFC are responsible for yet not limited to – collection, packaging, insurance, delivery, marketing, restoration, payment gateway fees etc.
- TDFC will send the client an initial valuation after commission and cost are removed.
- In the rare instance that an item of furniture is within the holding of TDFC for 12 months or more, a review of the valuation will be discussed with the client.
- Should the client reject the new 12 month holding valuation, the item can be returned to the client at a cost of £450 per van and or £100 per item.
- Should the client wish to have their furniture returned to them during the initial 6 month period, this is charged at £450 per van and or £100 per item, whichever is greater.
- Any and all delivery costs to buyers are covered in full by TDFC.
- The dismantling and wrapping of furniture is undertaken by experienced couriers and is the sole responsibility of TDFC.
- Should any furniture be damaged in transit TDFC are solely responsible.
- TDFC make no guarantees that the clients furniture will be sold.
- TDFC guarantee that every effort will be made to sell the clients furniture.



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- TDFC provide valuations to the client within 72 hours.
- TDFC do not set time limitations on sales.
- TDFC will pay the client on the 10th or the 25th of the month via BACS. Should the date stated fall on an annual holiday, bank holiday or other TDFC will pay the client on the nearest working day. There are no exceptions to this term.
- TDFC allow the buyer 14 days to return the furniture as per the returns policy
- TDFC will never share your personal data with anyone other than when essential to do so, for example a courier in accordance with the GDPR. Please refer to the privacy policy for more information.
- TDFC will never sell under the agreed valuation without prior consent from the named legal representative.
- The client remains in ownership of any and all furniture held by TDFC until formally sold
- TDFC require one named point of contact to discuss sales, valuations with. This named contact can be changed in the event of change of staff, legal ownership of property in the instance of divorce/separation, death. The named contact will need to be formally adjusted and requested in writing.
- Valuations are deemed from the experience and knowledge of TDFC and based from the original retail price of the item.
- TDFC reserve the right to terminate a selling contract at any time should there be any communication deemed abusive, inappropriate or threatening or nuisance in nature. In the event of a termination any and all furniture will be returned to the client with a mandatory returns fee of £450
- TDFC will not discuss the sales, valuations or any details of the clients furniture with anyone other than the named contractual representative



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- TDFC remain in legal ownership of any and all images/video/media taken for marketing purposes of the clients furniture.
- TDFC retain the right to use images/video/media of the clients furniture for general marketing use
- TDFC retain the right to use images/video/media of the furniture in situ if customer images are provided after delivery.
- The legal selling representative can be a nominated member of staff/family. For the interest of the contract this named representative must be granted legal rights to negotiate, discuss and agree to terms on the behalf of the owner of the furniture.



# Collections & Returns Policy (part of TDFC Selling Service Terms & Conditions)

## **1. Premium Collection Charges:**

Premium collection services are available for selling service items at the following rates:

One item: £150

Half van: £350

Full van: £500

Lorry: £1000

## **2. Customer-Arranged Courier:**

Customers have the option to arrange their own courier for the delivery of items to our facility. Any costs and liabilities associated with customer-arranged couriers will be the responsibility of the customer. The client reserves the right to instruct their own courier to deliver the item(s) sooner than 28 days should they wish, however if the item(s) arrive in a way in which was not previously stated, damaged or other TDFC reserves the right to refuse the delivery.

## **3. Collection Timeframe:**

Standard collection timeframes are within 28 days from the date of request. Premium collection items will be collected within 10 working days.

## **4. Free Collection Policy:**

Free collection services are provided for all selling service items, with a standard collection timeframe of up to 28 days.

## **5. Premium Collection Determination:**

For customers opting for premium collection with multiple items, our team will assess whether a half van, full van, or lorry is required based on the quantity and size of the items.



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### **6. Condition of Items:**

Items must be in the condition as described during the valuation process. Any discrepancies may result in refusal of collection or adjustments to the quoted valuation.

### **7. Returns Policy:**

Once items are collected, they become the property of our service. No returns or exchanges are accepted unless explicitly agreed upon in writing prior to collection. The liability of cost for return is entirely the customers.

### **8. Liability and Risk:**

While every effort is made to ensure the safe transportation of items, we are not liable for any damage or loss that may occur during collection, transportation, or storage of items.

### **9. Ownership Transfer:**

Upon collection, ownership of the items transfers to our service. Customers retain the right to request updates on the status of their items and final sale proceeds.

### **10. Dispute Resolution:**

Any disputes regarding the collection, valuation, or sale of items will be resolved through negotiation between the customer and our service.

### **11. Amendments to Terms:**

These terms and conditions are subject to change at any time without prior notice. Customers will be notified of any changes that may affect their ongoing transactions.



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### **12. Inaccurate Collection Remits:**

TDFC reserve the right to charge for any and all inaccuracies in the description of the collection, which may cause additional charges. Eg. Stairs not previously stated which may require additional staff required to remove the furniture.

### **13. Returns:**

TDFC reserve the right to return the furniture to the client within 10 working days without giving a reason. The client will be given 5 working day notice and a three hour time slot.

In the rare instance that an item of furniture is within the holding of TDFC for 12 months or more, a review of the valuation will be discussed with the client. Should the client reject the new 12 month holding valuation, the item(s) can be returned to the client at a cost of £150 per item or £500 per van. This will be determined by TDFC depending on the quantity of items. Should the client wish to have their furniture returned to them during the initial 6 month period, this is charged at £500 per van and or £150 per item.







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