

Terms & Conditions

July 2024

By accessing our website and/or placing an order via email or phone, you agree to be bound by these terms and conditions. Using this website indicates that you accept these terms and conditions.

Please read these terms and conditions carefully before making a purchase and please feel free to get in touch with us if there is anything that you are unsure about.

Please read the item description in full and look at **all** of the photographs carefully as these do not form part of the description.

It is the customer's decision as to whether they choose to view an item or not. Items are sold as seen and if purchased online without viewing, refunds will not be given unless the item is not as described (see returns & refunds policy).

Product Specification

The items that we sell are second hand and vintage, so some natural wear and tear and signs of age should be expected. This makes each piece completely unique.

We endeavour to provide very clear and detailed photographs and descriptions of each product, however, if you would like further clarification on the condition of an item please contact us before making a purchase. We want our customers to be happy and would much rather customers make an informed decision before committing to buy.

Please note, we do not have a professional photography studio. We spend a lot of time taking good quality photographs, however due to lighting, there may be slight colour variations between the photographs and the physical item.

Dimensions

For all items we provide approximate dimensions on the listing or on request – if space is tight, or you need exact measurements, please contact us and we will try to provide more detailed information.

We cannot be held responsible if an item of furniture cannot gain access to, or does not fit in its intended space. Therefore, we strongly recommend that you measure all access areas prior to making a purchase.

Please note: Items cannot be returned because they are the wrong size or do not fit – (See Returns Policy).

Prices

All prices shown on the website are in pounds sterling (£), and do not include delivery. We list items on multiple sites and prices may vary dependent on the amount of fees involved. Prices may be changed at our discretion.

Delivery

We work with a number of independent couriers and can help to get quotes and arrange delivery. We do not take a commission for this so if you would prefer to arrange your own courier you are welcome to do so. Delivery costs will be stated separately and couriers are

to be paid directly. We are not responsible if an item is damaged in transit and will not accept returns in this instance (See returns & refunds policy).

Payments

We can take payment in any of the following ways:

- Cash on collection
- Bank transfer/BACS – please contact us for further details
- Credit or Debit card via our website.
- Paypal via our website & invoicing system.
- Credit or Debit card in store.

If you would like to pay on collection but you would like us to hold the item for you, we will ask you to pay a small deposit via bank transfer. The item will then be marked as sold or removed. If you choose not to pay the deposit, the item will remain up for sale and we cannot be held responsible if it sells.

Deposits

If you would like to reserve an item, we will ask you for a 10% deposit. This deposit is non-refundable.

Wood products – Care & Advice

All wood products need to be treated with care – wood is a natural, living and breathing material. You should avoid placing wood furniture in direct sunlight as this will help maintain colour and avoid fading of the wood/dyes. Please also avoid placing furniture near heat sources such as wood burners, fires, radiators, or directly on underfloor heating, as this can have an adverse affect on the wood. Avoid storing your furniture in colder environments such as a garage.

We finish all of our restored tables and surfaces with several coats of a hardwax oil. This is breathable and food safe. Although the product is moisture resistant, due to the delicate nature of wood, we would advise wiping up any spills straight away with a clean cloth.

Order Cancellations

We list on multiple selling platforms and endeavour to remove items or mark them as sold as soon as possible. There may be some delay and we reserve the right to cancel your order.

Accuracy

We are a very small family business with one full-time owner and one part-time employee. We try to ensure that our website and various listings are up-to-date and accurate. We are however only human, and it is possible that some delays or errors occur from time-to-time. We will make every effort to rectify any issues as soon as possible.

Copyright and Intellectual Property Rights

The copyright and intellectual property rights of all materials contained within our website and other selling platforms are owned by Real Vintage Roots Ltd and the use of descriptions and photography are prohibited without agreement from us.