

Home Delivery Service Terms and Conditions

Delivery will take place at the location specified by you on the delivery note subject to the following circumstances:

You are responsible for ensuring that sufficient access and space to complete the delivery will be available (and if the goods are to be delivered to a location other than on ground level, then sufficient access will be available by staircase or lift);

If we cannot deliver to the room of your choice, we will, if requested, deliver to an accessible alternative area at the same address;

You will be liable for the delivery charges if delivery cannot be made to the location specified due to the nature of premises, insufficient access or space or any other reason not attributable to us (which shall include your absence);

If we consider that the room of your choice is unsuitable and that delivery into that room is likely to cause damage to the goods or property, we will inform you of this and record this concern on the delivery document. You may accept delivery in spite of such concern provided that neither All Purpose Removals nor IKEA shall have any liability whatsoever for any damage caused to the goods or to your property as a consequence of us attempting such delivery on your instructions (providing we take reasonable care). Alternatively you may cancel the contract and instruct us to return the goods to IKEA.

If you require the goods to be redelivered on an alternative date, an additional delivery charge will be imposed and you will be responsible for this additional charge.

On delivery, unless otherwise agreed in advance, you or your representative will be required to check the condition of the packaging and whether the correct number of articles have been delivered. In the event of visible damaged and/or missing items, you (or your representative) must write down any specific reservations on the delivery note. Missing items will be reordered and incorrect or damaged items will be returned and, subject to the above delivery conditions, be replaced free of charge.

You must notify us within a reasonable time if you discover any defects with the goods.

On delivery, unless otherwise agreed in advance, the delivery note must be signed by you or your representative to confirm that the delivery has taken place. This does not affect your rights to notify us of defects at a later date (provided you inform us within a reasonable time). Any refusal to sign will be interpreted as a refusal to accept the delivery.

We are not required to unpack flat-pack as part of the delivery service.

Any query or complaint about the delivery service must be addressed to us on: **1300 13 95 95**

Nothing in these conditions should be construed as affecting your statutory rights.

We will not use your personal data for any marketing purposes other than purposes directly relating to your order, such as delivery and you accept that we may share your personal data with IKEA and our sub-contractors (if any) for such purposes.

Please call All Purpose Removals directly on 1300 13 95 95 for all delivery issues