

The below conditions do not affect your statutory rights. We feel it is important that you read the terms below so that you get the order you desire and understand we make and deliver our furniture in a fair and transparent manner.

Payment Terms:

A deposit of 50% is taken at order confirmation. Your salesperson will confirm the amount of deposit required on your order. The balance payment must be made in full in advance of the order being delivered or collected. You will be given notice to make payment so we can deliver in a timely manner. We are unable to let furniture leave our factory that is unpaid.

If you wish for your furniture to be inspected prior to delivery, please let us know at order confirmation stage. Customers are welcome to visit our factory in Co. Laois to see the finished furniture prior to delivery. Refunds are given at Finline's discretion. Authorisation is needed from management and may take up to 10 days to process.

Changing Orders:

Once the deposit is paid and the order is confirmed in our online portal, no changes can be made to the order. We will be adding your order to the production schedule and arranging the various components needed for its unique manufacture. If you change or cancel your order after the order has been confirmed in our "Order Confirmation Portal" then an administration charge of €300 is applied. Changing orders can be very costly so this charge is to only partially offset these costs. If the furniture is made or the fabric has been delivered to us, we must charge the full amount for the furniture as these items are made specifically for each individual customer.

Access:

Customers are responsible for ensuring that the size of the furniture chosen is suitable for the intended area. Finline Furniture will not be held responsible for furniture which does not fit into the intended space or will not fit through the access provided to the intended space.

If you think there is going to be any issue regarding the furniture fitting into its intended space, please let us know in advance of the order being confirmed in our "Order Confirmation Portal". We will advise as best we can if the furniture will fit or not once we have the necessary information (see our access and delivery sheet – attached with each order confirmation email). At this point we will be able to advise on possible amendments or best options available to you so that we can ensure the furniture fits on the day of delivery so there is no unwanted complications.

If furniture has to come back to the factory to be changed or amended so that it will fit, delivery and production costs will be incurred and passed onto the customer (generally €300). Our third party carriers will make every effort to get your furniture into the intended room but this is not always possible. It is the responsibility of each customer to check this prior to confirming the order – see our access & delivery sheet if you feel there may be an issue, these are available in every showroom and on our website and by email.

Delivery:

Finline Furniture can only be held responsible for delivery to your entrance door. However, at your request, our third party delivery partners will place your furniture in your room of choice, strictly at your own risk and without any liability to Finline Furniture. In the event of any accidental damage to your furniture, property, or premises beyond your entrance door, it will not be Finline Furniture's responsibility. It is the customer's responsibility to ensure that there is sufficient and safe access for items selected to fit through to the designated area and that there is sufficient access for our delivery lorry to reach the delivery address.

Furniture deliveries must be inspected by the customer or nominated representative to confirm receipt of goods. Any complaints in relation to goods having suffered damage prior to delivery must be notified to Finline within a week of the delivery.

All shop floor models or items sold as ex display from the "Available Now" part of our website are sold 'As Seen' and must therefore be inspected by the customer prior to sale as returns, refunds or exchanges will not be permitted where you have changed your mind.

Lead Time:

The lead time quoted on your order is approximate only and given in good faith. We will endeavour to keep to this timeframe however raw materials such as fabrics can be delayed arriving to us or on occasion flawed when they do arrive. If delays do occur we will endeavour to keep these to a minimum and keep you informed.

Storage:

Our factory has very limited storage space of your furniture will be facilitated free of charge for a period of 21 days from notification that the furniture is finished in production, or 21 days beyond the quoted lead time. Free-of-charge storage beyond this 27-day period is not possible and a charge of €50 will apply for every week until delivery has been organised. This storage charge must be paid prior to delivery.

Customer Service, Comments, Complaints

If you need to speak to us regarding a new order or recent delivery, please call us on 05786 26219 or send details to us by email - info@finlinefurniture.ie the more information we have the better we will be able to assist you.

Please make sure to read the "Caring for your Furniture" label which is with every order. The information provided will help you keep your furniture in the best condition possible. This can be sent by email and is available on the website. We recommend the use of felt pads to be put on all furniture legs and to take extra care when moving furniture around the room to avoid unnecessary damage to floors. Castored legs are decorative, therefore all sofa & chairs should be lifted rather than pushed/pulled when moving.

Please ensure to turn your seat and back cushions regularly (twice monthly). Consistently turning, rotating and alternating the cushions will ensure your sofa or chair will remain comfortable, durable and look better over time.