

The Moving Home Warehouse - Delivery & Returns

All orders are managed and controlled by The Moving Home Warehouse

Delivery

We 'The Moving Home Warehouse' offer FREE next working day delivery on many items held in stock and FREE delivery on all domestic customer (Not trade) items over £30 for postcodes within England, Wales and Scotland (Not highlands). All items for sale on this website are stock items, we will dispatch items held in stock immediately subject to availability as soon as payment is received in full by the customer.

A delivery surcharge will be added to customer with postcodes outside of England, Wales and Scotland (Not highlands) upon checkout.

Standard Deliveries

Subject to availability, it is our aim to despatch all orders so that they are received by you no later than five working days from acceptance of your order. You should expect delivery at any time within this period. However we do offer an optional next working day (am) delivery service on stock lines and Saturday delivery service (Mainland UK only)*

Next Working Day Deliveries (available where shown below)

The cut off time for which orders will be processed is 3.00pm week days Monday - Friday. If you place an order before this time it will be processed and despatched the same day (subject to stock availability). Orders received after 3.00pm will be processed the following working day. We offer a tracked delivery service whereby our third party courier service will text or email our customer progress alerts on the whereabouts of their parcels. Please be advised that this is not a guaranteed next day service due to the use of a 3rd party courier, the majority of our orders sent out do arrive on time. We are unable to accept liability for late deliveries.

Weekend and Bank Holiday Deliveries

Unfortunately, we are unable to process orders at weekends or on bank holidays at this time. Orders placed during these times will be processed on the first working day back.

Out of Stock Situations

We always do our best to maintain high stock levels by receiving regular deliveries from our suppliers. Whilst it is our policy to avoid shortages in stock, this, on occasions cannot be avoided. Should an item not be available for delivery within the time you specify, we will contact you to advise you of the delay.

Returns

If, for any reason, there is any defect in the quality, quantity or condition of the goods we will give you an exchange or refund. Please notify us by email on sales@themovinghomewarehouse.co.uk quoting our order reference within 7 days of delivery.

As per the Distance Selling Regulations, you have the right to cancel your order within 7 days of receipt of goods, with the exception of Custom Made items.

You must notify us in writing of the cancellation and return the goods in the condition they were delivered to you at your cost and at your risk.

Please note: You have a duty of care while the goods are in your possession, and they are your responsibility until the goods have been received on these premises.

For further details, please refer to our Terms and Conditions of sale which is available on our website.

The postal address for returns is: First floor, C Bond, 10 Clift House Rd, Bristol, North Somerset, BS3 1RX

Contact us via <http://www.the-moving-home-warehouse.com/contact.php>