

Pricing

All prices on the website are inclusive of VAT unless otherwise stated.

Registration

To complete your registration online you will need a valid e-mail address. You will receive all private information through this, such as, your individual password, confirmation of order and dispatch, as well as newsletters and product updates. We do not share your personal information with any third parties.

We do not keep any card details that are entered during registration and ordering of our products. You will be required to re-enter your card details when placing any future orders.

We reserve the right to suspend or cancel a registration without prior notice if we find that the terms and conditions have been breached.

Orders must be placed by 1:00pm on any working day, with the correct postage option chosen, to be shipped out the same day for a next working day delivery. **Please note we currently only ship to the UK mainland.**

In the unlikely event that you have a problem with your products, please use our after sales service via the link on our website, in order to report them. This will enable us to fast track your problem and get a swift resolution for you.

IMPORTANT Please note:

- Please retain ALL packaging until you are 100% happy with your product(s) as we will not accept products back if it they are not in a re-saleable condition or without their original packaging.
- Although we do our utmost to check our products before dispatch, it is YOUR responsibility to check goods for any damage or manufacturing imperfections BEFORE you assemble them. If you try to assemble the goods then you have agreed that the individual pieces have been inspected and accept they have no damage or manufacturing imperfections.
- If you need to report a damaged product DO NOT assemble it. Any missing or broken items must be reported within 3 days of receiving goods. This must be received in writing via email to customerservices@danetti.com Any reports outside this time frame will not be accepted.
- Please be aware that once the products are assembled, they CANNOT be returned.
- Special order items are manufactured specifically for you, the customer, to your own individual requirements and cannot be returned.
- Please note we currently only ship to the UK mainland.

Cancellation

We will only except cancellations before your goods are dispatched. If your dispatch e-mail has been sent then you will be responsible for returning the product(s) to us and payment of any postage costs, before we can issue you with a refund. All order cancellations must be made in writing, emails can be sent to us at customerservices@danetti.com.

Unwanted Products

We pride ourselves on customer satisfaction, and want you, the customer to be 100% happy with your order. Our Policy is simple, if for whatever reason you wish to return your product(s), whether it be faulty, defective or a change of mind, the item(s) need to fulfil the following criteria :

- At the time of ordering they must be In Stock products, we will not accept Special Order Products back, as they have been specially made for you.
- The item(s) must be unused.
- The item(s) must be in it's original condition, it cannot have been used.
- The item(s) must be in it's original packaging.
- You must contact us within 30 days from receipt of product.

Once we accept the items back in we will offer you a replacement product or full money back guarantee.

We must stress that the goods have to be unused, in their original packaging and in a re-saleable condition for us to issue you a full refund. The refund will only be given after inspection of the returned product. Refunds will be issued upon a satisfactory inspection and within 20 day of receipt of goods. We can not authorise a refund or return where the products have been specifically ordered and manufactured for you. i.e. special order items.

If you no longer have the complete packaging for the product and it is not in a re-saleable condition then we will not accept receipt of the unwanted product. By disposing of the packaging you accept that the products are fault free and you do not wish to return the products.

We can not be held responsible for returned items lost or damaged in the post. You are responsible for returning goods to us, and covering any cost of postage for unwanted products. However, for faulty goods we will cover all costs you have incurred for postage. We recommend sending the package by recorded or special delivery, this is because proof of posting is not proof of receipt.

Should you want to return a large product, such as a piece of furniture it is up to you, the customer, to return the products to us. We can on occasion have products collected from the original delivery location, but there will be a cost incurred by the customer. You will need to contact us for an individual quote, if you require collection of the goods.

The items must have all the original packaging intact and it is your responsibility to wrap them securely. We cannot guarantee the state of the goods whilst in transit, and their state when we receive them, will dictate whether you receive a refund.

Please contact us before sending any return items or if you have issues related to damaged and unsuitable goods, by going to the following link <http://www.danetti.com/aftersales>. This will allow us to issue you with a returns authorisation code and arrange any collections should they be needed. With your participation we can ensure the returns process is completed in a fast and efficient manner.

Please send returns to:

Returns Department

Danetti.com
Norfolk House
Drake Avenue
Staines
Middlesex
TW18 2AW

Please allow us at least 2 weeks to process your refund once we've received your goods. The refund will be credited to the payment card account.

Damaged Products

Please contact us about any damaged goods or issues related to damaged goods, by going to the following link <http://www.danetti.com/aftersales>. This will allow us to issue you with a returns authorisation code and arrange any collections and replacements should they be needed. With your participation we can ensure the returns process is completed in a fast and efficient manner.

Privacy

Your privacy is treated with the utmost importance. We do not under any circumstances share your data with any third parties unless it is required to fulfill your order. We will only use your information lawfully in accordance with the Data Protection Act 1998.

Should you send us information or feedback we would like to use on the website, we will contact you using the details you entered during the ordering process, to confirm that you are happy with this. We may collect information about your movement around the website to help us identify areas that require improvements and to enhance your future visits.

To help us maintain a high level of customer service your call may be monitored.

We may send you a newsletter with information/promotions on products we feel are of interest to you. If you do not want to receive these offers, or our newsletter, simply send your email us at: unsubscribe@danetti.com.

If you have any questions regarding our privacy policy, please send an email to our customer services department customerservices@danetti.com.

Customer Service and Complaints Procedure

Your overall satisfaction with our service, is the key to our business. If regrettably you do have any outstanding issues, please contact customer services at customerservices@danetti.com or call on 0844 804 2222 during business hours. We aim to answer all emails within 24 hours of any working day.

General

We cannot take responsibility for any marks, damage or loss or earnings incurred from the use of any of our products. You the customer are responsible to make sure the product is suitable for your environment, particular floors, which maybe more prone to marking. You should consider adding additional cover or protection where appropriate.

We reserve the rights to change the price, description and image of a product and withdraw a product from our range without prior notice. We reserve the right to cancel any order without notice. This does not affect your consumer rights.

There may be moments where you cannot access this website due to system failure, maintenance, repair or for reasons beyond our control.

For safety reasons we do not recommend or promote the use of any of our products by children under the age of 14 years old.