

# Harvey Norman<sup>®</sup>



**ELECTRICAL  
TERMS  
& CONDITIONS**



## Table of Contents

- Page 1. Essential Checks Before Ordering  
Payment  
Cancellations - Purchases Made Instore  
Cancellations - Purchases Made Online  
Availability  
Lead Times
- Page 2. Delivery Access  
Storage  
Delivery Service  
Delivery Time
- Page 3. Installation  
Gas Safe Register (GSR)  
Waste Electrical and Electronic Equipment Recycling
- Page 4. Warehouse Collection  
Returns policy – Purchases Made Instore
- Page 5. Returns Policy – Purchases Made Online  
Damaged Goods  
Quality Control  
Warranty
- Page 6. Report a fault with a product

## **ESSENTIAL CHECKS BEFORE ORDERING**

These terms are in addition to our general sale terms available at [www.harveynorman.co.uk](http://www.harveynorman.co.uk). It is the customer's responsibility to ensure that the electrical items that have been ordered will fit into the room for which they are intended, that they will fit through all access points to the room and that there is sufficient access for a large delivery truck to reach the delivery address. \*Fees for redelivery may apply.

## **PAYMENT**

A minimum deposit of 20% is payable on placing your order instore. A greater deposit will be required for all special orders. Full payment must be received before delivery/collection of goods. Errors in pricing are subject to correction with your approval. If you do not approve, Harvey Norman reserves the right to cancel the sale. Please confirm the prices at point of purchase.

## **CANCELLATIONS - PURCHASES MADE INSTORE**

Cancellations or changes to an instore order more than 48 hours after the order is placed may incur a cost of up to 20% of the price of the products as a contribution towards costs incurred by us. Cancellations are not permitted on custom orders where an item has been ordered to your exact specifications or on any non-standard combination orders.

## **CANCELLATIONS - PURCHASES MADE ONLINE**

We must be informed of your decision to cancel and return your order within 14 days from the day after delivery of the item(s). You have a further 14 days from the date you cancelled to return any item(s) to us.

If you wish to cancel your order and return item(s) you have purchased from our website, you can notify us by completing a Cancellation Form: (<https://www.harveynorman.co.uk/online-order-cancellation-form.html>) or by returning the item(s) to your local store.

\*See Returns Policy – Purchases made Online (page 3)

## **AVAILABILITY**

Our product ranges are updated regularly so we cannot always guarantee continuity of supply. We therefore recommend that customers purchase all of their requirements at once. We are unable to accept responsibility for any subsequent changes in design style or specification of the chosen product range.

## **LEAD TIMES**

Our products are subject to availability from our suppliers, we can only give general guidance or an approximate lead time when you place your order. Stock due dates are not guaranteed but we will do our utmost to ensure products are delivered by the stated date or within a reasonable period thereafter. We will of course make every effort to keep you informed and to ensure the approximate lead time is accurate.



## **DELIVERY ACCESS**

The delivery crew will not attempt delivery if there are health and safety issues or where damage to your home may result. They will not remove doors or windows. Road access to the delivery address must be suitable and adequate for the delivery vehicle so that unloading can be carried out conveniently without obstruction or damage. All doorways, hallways, elevators, and points of access in your property must be measured by the customer to ensure that they are adequate for the size of the goods being delivered. If the delivery team have difficulty placing an item in the area of your choosing due to limitations such as narrow halls, stairways, corners or ceiling heights, the items will be placed in another area of your home. If you insist that the delivery team manoeuvre an item in a difficult situation, you will be responsible for any resulting damages to the product and the premises. Prior to delivery, please ensure that all access routes, flooring and door frames are protected. Harvey Norman will not accept responsibility for any damage caused where floor covering protection was not used. When delivering larger items such as fridge freezers, you may need to remove internal doors to ensure safe access. Failure to successfully deliver products into a customer's home due to improper access will result in a redelivery fee being charged to the customer.

## **STORAGE**

Items that are in stock and/or are ready for delivery will be held in storage for a maximum period of 4 weeks. Storage fees will apply after this period.

## **DELIVERY SERVICE**

We offer a delivery service on all items. A delivery charge applies to all home deliveries and the service is carried out by a trained one or two-man crew. Small electrical items are delivered by DPD. Any claims relating to personal property or damaged products during delivery should be reported directly to your store of purchase immediately.

## **DELIVERY TIME**

Although we are unable to give a specific time of day for deliveries, we will try to accommodate all customers where possible. The delivery team will contact you to schedule your delivery and the driver will contact you on the day of the delivery to confirm a timeframe. In the event that a scheduled delivery is cancelled by you, or a redelivery must take place, a fee will apply.



## **INSTALLATION**

Our installation service is an additional service that can only be purchased with a delivery service. Our teams will do their best to find a time to suit you. (You must ensure your old appliance is disconnected, clean and ready for the driver at the time of delivery). Currently, we do not offer installation of gas appliances. In order to ensure our installers are working in a safe environment and to provide you with the best installation service possible, a site assessment will be carried out. If our installers, for any reason, deem the installation unsafe or outside of their remit, the work will not commence. Refunds will be given in cases where we are not able to complete the installation due to any failings caused by our actions or non-action. If the installation cannot be completed due to any issue outside of our control, refunds will not be authorised. We currently install appliances on a like for like basis where the new appliance fits into the space in the worktop left by the previous appliance. We will install your new appliance in any position that you choose as long as the services (power, water, waste, etc.) are already in situ. We do not plumb or cable new lines to the new location.

## **GAS SAFE REGISTER (GSR)**

It is a legal requirement that any work carried out on a domestic gas installation must only be carried out by a Gas Safe Registered engineer. In the event your appliance experiences a fault within the warranty period and a service call is required, you will be asked for the gas safety certificate as proof of installation. If you do not have this certificate, no service call will be carried out.

## **WASTE ELECTRICAL AND ELECTRONIC EQUIPMENT RECYCLING (WEEE)**

If we are delivering a new home appliance to you, for a small fee, we can take your old one back to be recycled. Please ensure your old appliance is disconnected, clean and ready for the driver at the time of delivery and we will ensure that it is disposed of in an environmentally friendly manner.

## WAREHOUSE COLLECTION

All items must be paid in full prior to collection. Customers must have a copy of the original sales invoice and present this at the Warehouse Collection Point as proof of purchase. Please consider the dimensions, size and suitability of the vehicle that is being used to collect goods. If items cannot be loaded safely or without damage into the pickup vehicle, our warehouse teams may politely refuse to do so. For goods collected for pickup, transport will be entirely at the risk of the customer. Please inspect all of your new products at the time of pick-up. If there are any items that do not meet your approval, please inform the warehouse team immediately.

## RETURNS POLICY - PURCHASES MADE INSTORE

If you have changed your mind or if you're unhappy with your purchase, please let us know. Unless faulty, this must be within **30 days**. Small electrical items should be returned to us, preferably to the original store of purchase. The unwanted items must be accompanied by the original receipt and returned in an **unopened, as sold, resaleable** condition. By this we mean:

- You have not opened or used the product
- The product is in its original packaging, the labels are in good condition and the product can be resold at full price
- If the product has security seals these must be unbroken and intact
- All original components are included with the product being returned.
- The product contains no personal data and is not registered to a user

For large electrical appliances that have been delivered, unless faulty, these item(s) must be returned in an **unopened, as sold, resaleable** condition and a restocking fee will apply. The restocking fee is calculated at 20% of the value of the item and an uplift or collection charge will be applied.

We are unable to refund or exchange imperfect goods where the imperfection was identified to you prior to purchase (for example, where you have knowingly purchased an imperfect display model). Returns, unless faulty are not permitted on custom orders where an item has been ordered to your exact specifications or on any nonstandard combination order. Similarly, any item which has undergone installation cannot be returned unless a fault has occurred. Refunds will be processed back to the original method of payment that was used for the original purchase and will be issued once the goods have been returned to us.

## **RETURNS POLICY - PURCHASES MADE ONLINE**

We are happy to assist you with the return of items purchased online that are unsuitable once we are notified within 14 days from the day after delivery of the item(s). While the item(s) are in your possession you must take reasonable and appropriate care of them. They must be **in a resaleable, as sold condition**. By this we mean:

- You have kept all original packaging and labels in good condition and the products can be resold at full price.
- You have not used the product.
- The product contains no personal data and is not registered to a user.

Please be aware that we will refund your delivery cost only if the return is as a result of our error (e.g. faulty product or incorrectly shipped). If you wish to return an order due to a change of mind you will be responsible for all delivery costs when returning goods to a store or a warehouse.

*\*\* Some exclusions to our returns policy apply. Where installation on large domestic appliances and kitchen appliances has already begun. Where items that are not in a resaleable as sold condition. Where packaging and labels have been disposed of. For software products where the tamper proof seal has been broken and on custom orders or bespoke products.*

## **DAMAGED GOODS**

All goods must be inspected on receipt of delivery/collection and any damage i.e. scratches, dents etc. must be reported immediately to Harvey Norman. If your item is faulty, we are happy to offer you an exchange or a refund within 30 days of purchase or home delivery. After this time and during the warranty period, we may be able to repair the faulty product or replace it in accordance with the terms of The Consumer Rights Act 2015. Please note we do not offer exchanges, refunds or repairs if your item is faulty due to accidental damage, normal wear and tear, negligence or misuse. Harvey Norman reserves the right to inspect any damage reported before a repair or return is agreed.

## **QUALITY CONTROL**

Please be advised that our warehouse teams will sometimes quality check items by opening the packaging to examine the product before it is dispatched to the delivery company. This is done to ensure that only the highest quality items are delivered to your home.

## **WARRANTY**

All electrical products purchased at Harvey Norman are covered by warranty. Extended warranty may be purchased on certain products for further peace of mind. Visible surface damage (scratches, dings, dents etc.) are not covered under warranty unless reported within the first 30 days of delivery. Warranty does not cover normal wear and tear.



## **REPORT A FAULT WITH A PRODUCT**

If you wish to return an electrical product or want to talk to us about a damaged item, please contact your store of purchase or visit our Contact Us Page on our website [www.harveynorman.co.uk/customer-services/contact-us.html](http://www.harveynorman.co.uk/customer-services/contact-us.html). If your item was damaged or faulty when you received it within the first 30 days, we will offer an exchange, replacement or refund once we have verified the fault. In some cases, we may be able to offer you a discount to keep the item if the damage is cosmetic and you are happy to keep it with a partial refund. After the first 30 days of purchase or from the date of delivery, if the product is still within the warranty period, we will arrange a repair using our specialist service agents or an exchange or replacement of your item. For small furniture and bedding products, please return the product to one of our stores. To find your nearest store, please use our store locator on our website [www.harveynorman.co.uk/store-finder.html](http://www.harveynorman.co.uk/store-finder.html)

The contents of this brochure exist in addition to and do not affect your statutory rights.



**Thank You for Shopping  
at Harvey Norman!**

# NOTES



**Harvey Norman**<sup>®</sup>

[www.harveynorman.co.uk](http://www.harveynorman.co.uk)