



## Terms and Conditions of Business

### Our service

If the order is over EUR 500 we will deliver the goods free of charge up to the German border. We will find the most appropriate and cost-effective means of delivery to locations outside Germany and inform you the additional cost in advance. We will then arrange a suitable delivery date for you. There are flat rate delivery charges for most EU countries. For delivery outside of EU, delivery charges are calculated according to the weight and size of your order and the delivery address. If the delivery is postponed for any reason, we will contact you immediately to arrange an alternative delivery date. For further information, please call +49 2133 248 219 or (in the UK) 0207 112 8107.

### How to order

To place your order, please send us the WOODLAND order form by post, fax or email (as pdf data). You may pre-order by telephone or e-mail, but make sure you send us the original order form two weeks before the delivery date.

### Delivery

We will do our best to deliver all the items ordered at the same time. However, if this is not possible we will first send a partial delivery and the rest at a later date. The subsequent delivery is free of charge for the customer. If the customer is not at home on the day of delivery, the items will be sent back to the warehouse and the customer may be charged an additional fee. The delivery company will contact you in advance to confirm the date and approximate time of delivery. They will keep you up-to-date with the progress of your order.

### Payment

We accept 14 days advance payment by bank transfer. You will receive 2% discount if you pay 14 days in advance (this excludes special and set offers). We also accept personal cheque, which requires five working days for the cheque to clear, therefore, please send us the cheque three weeks before the delivery date. For custom-made orders we request a deposit of 10% to secure order and the rest two weeks before the delivery.

### Return guarantee

If you are unsatisfied with the product for any reason, you have the right to return it within 14 days of receipt. Simply send us a return claim in writing within this period. Items should be returned in their original packaging and original condition. You will receive a full refund except for the delivery cost. Please note, however, that we cannot accept the return of custom-made products.

### Warranty period

You have the right to complain if your items arrive faulty or damaged. WOODLAND's friendly customer service will endeavour to solve your problem as quickly as possible. Items can be exchanged free of charge if you inform WOODLAND within the statutory period (see section above). The buyer is responsible for keeping items in their original packaging. WOODLAND reserves the right to attempt to repair the respective item within a reasonable period of time. Under no circumstances shall WOODLAND be responsible for a damage caused by misuse of the item. The warranty period is two years.

### Assembly service

It is easy to assemble a WOODLAND adventure beds using our practical assembly instructions. But if you prefer, we would be happy to organise a home assembly service in your area. We will provide you with a reasonable quote. For customers living within a 100km radius of Düsseldorf, we could put you in touch with our own assembly service.

### Private policy

We are committed to protecting your privacy. We will only use the information that we collect about you in accordance with valid legislation. We collect information from you to process your order and to provide you with the best possible service. We will give you an opportunity to refuse any marketing e-mails from us. You can check the information that we hold about you by emailing us. If you find any inaccuracies we will delete or correct them promptly (§ 28 para. 4 of German Data Protection Act and § 4 para. 3 of Tele Services Data Protection Act). Other delivery and payment conditions as well as agreements are only valid when you receive a written confirmation from WOODLAND. This shall be based on the German Right and the United Nations Convention on Contract for the International Sale of Goods. Changes, omissions and printing errors expected.

### Bank details

Koelner Bank eG Hohenzollernring 31-35, 50672 Cologne, Germany  
Account No: 931659006, Bank Code No: 371 600 87  
IBAN-No.: DE61 3716 0087 0931 6590 06, SWIFT-Code (BIC): GENODED1CGN

### Contact person

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