

Terms and Conditions of Business



Our service	If the order is over EUR 500 we will deliver the goods up to the German border free of charge. We will find the most appropriate and cost-effective means of delivery to locations outside Germany and inform you in advance. We would be happy to advise you of delivery costs for all orders and suggest a delivery date upon request. Delivery charges are calculated on the basis of the weight and size of your order and the location of 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.
How to order	Should you be interested in placing an order, please send us the WOODLAND purchase order sheet by post or fax. You may pre-order by telephone or e-mail, but make sure you send us the original purchase order by post or fax two weeks before the delivery date at the latest. Unfortunately we are not able to dispatch your order until we receive the order form. Please indicate your quotation number and other requests on the order form. If you wish to change your order, please send us the order form approximately 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 part delivery and send the rest at a later date (or we will deliver the entire delivery at a later date). Subsequent deliveries will be free of charge for customers. If the customer is not at home on the day of delivery, the items will be sent back to the warehouse and customers may be charged an additional fee.
Payment	We accept 14 days advance payment by bank transfer. You will receive 2% discount if you pay in advance (this excludes special and set offers as well as special finishes). We also accept personal cheque, which requires five working days for cheques to clear, therefore, please send the cheques three weeks before the delivery date.
Return warranty	If you are unsatisfied with the product for any reason, you have the right to return it within 14 days of receipt. Should you decide to do so, simply send us a return claim in writing within this period. Items should then be returned in their original packaging and original condition within the next eight days. You will receive a full refund except for the delivery cost. Please note, however, that we cannot accept the return of special finishes.
Complaints	Naturally you have the right to complain if your items arrive faulty or damaged. WOODLAND's friendly customer service team will endeavour to solve your problem as quickly as possible. Items can be exchanged free of charge if you inform WOODLAND within 14 days of receipt (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.
Assembly service	It is easy to assemble a WOODLAND adventure beds using our practical self-assembly instructions. But if you prefer, we would be happy to recommend a home assembly service in your area. 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 about you for 2 reasons: firstly, to process your order and secondly, to provide you with the best possible service. We will give you an opportunity to refuse any marketing e-mails from us or from other companies in the future. The information we hold will be accurate and up to date. 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. The personal information which we hold will be kept in a safe place in accordance with our internal security policy and current legislation. If you have any questions/comments about privacy, please contact us.
Bank details	Koelner Bank eG, Hohenzollernring 31 – 35, 50672 Cologne, Germany, Account No.: 931659006, Bank Code No.: 371 600 87, Beneficiary: WOODLAND GmbH
Contact person	WOODLAND Vertriebs GmbH, Kieler Strasse 11, D-41540 Dormagen GERMANY, Tel +49 2133 248 219, Fax +49 2133 248 217, e-mail: I.Mattner@woodland.de, Internet: www.woodland-bunkbeds.com