

Terms & Conditions

Delivery

The smaller parcels

Couriers that bring you those smaller items work hard: they deliver Monday to Friday, 7:30am-6pm – some might even work longer hours.

Expect to see Royal Mail, Hermes, DHL, Yodel or DPD delivering the smaller sized goods to your door.

Don't worry, we share all the tracking info and ensure the couriers have your mobile number so they can drop you a text or give you a buzz to let you know when they expect to deliver to you, and most of the time you can reschedule if it's not convenient.

The large deliveries

Bigger items will greet you via one of our approved 3rd party couriers.

Generally, these guys work between Monday and Friday and will always contact you to arrange a convenient date for delivery. Our 3rd party couriers are on the ball and, in most cases, you'll be given an ETA time slot sent straight to your phone.

Feel like you live at work and visit your home sometimes? We feel for you, but this doesn't necessarily mean you need to book off work for a delivery. Some of our couriers do offer a Saturday delivery for a small fee, so please do let us know in the 'delivery notes' if this applies to you and we'll organise this where we can.

Plan change, we get it. If you're not going to be available for the delivery that you've scheduled, just let us know 48 hours before so we can sort out a suitable alternative for you. Failed agreed deliveries often end up in a re-delivery or cancellation charge, so we try and avoid that at all costs – pardon the pun.

Ordering your furniture is super exciting, but before you click 'checkout', make sure you've triple checked the dimensions to ensure they'll fit through doorways and fit like a glove in the space intended.

For insurance purposes, deliveries generally like to keep their feet firmly on the ground floor only, unless otherwise stated.

Delivery charges

Any delivery charges are noted on the specific items in your basket before you checkout.

If we would need to swim or climb to get to you, i.e. you reside in the Scottish Highlands, Channel Islands, Northern Ireland and South Ireland, please do reach out to us for bespoke pricing – we, suppose you're kind of used to that though, right?

Returns

Not completely chuffed with your purchase? We're sorry to hear that, but whatever the reason may be, you have 14 days from the date of delivery to drop us a message and let us know.

Returns need to be requested on that handy chat function, using our [returns & exchange form](#). Please don't jump the gun and send the item back without submitting this form.

Our Personal Shopping team are super efficient and will come back to you ASAP with returns instructions after receiving the form.

The direct cost of returning the goods is your responsibility, unless we've let you know otherwise.

Proof of postage is key, and so is insurance! If you're returning something that cost you an arm and a leg (or anything of value really) make sure that it is insured via the courier for any damage or if it goes mysteriously missing. With no insurance, loss and damage is entirely your fault – we know it's not, so please remember this step!

Since we aren't bubble-wrapping your items in an owned My Bespoke Room van, we can't take responsibility for any items lost or damaged in transit.

Don't hang about! All returns need to be received back within 30 days from the receipt of delivery to ensure you get your money back.

Bespoke furniture and furniture that has been made to order just for you can't be refunded.

Please try not to rip the packaging apart in a state of excitement. All return items **must** be in their original packaging and in a re-saleable condition.

Faulty or Damaged items

When the courier shows up, have a little look to see if the box is looking in good nick. If the packaging is damaged in any way, please mention this on the delivery notes or refuse delivery.

We kindly ask that you check and report any damages within 48 hours of receiving the item – we don't want your claim to be rejected!

It doesn't happen often, but if you do need to let us know about any damaged or faulty products, just let us know on the chat function using our [returns & exchange form](#).

Still in a bit of a pickle? Give us a call on: 020 3904 3800.