

## Open Hands Service User Furniture Policy

Open Hands is a charity that was set up to meet the immediate needs of disadvantaged and vulnerable people in Leicester. We strive to provide for people's emergency needs in the way of food, clothing, toiletries, household goods, and furniture. As a charity dependent on donations, our resources oblige us to seek to meet only the most urgent of needs. We ask for your cooperation in the application of this policy in our provision of furniture.

We aim to provide basic furniture items that are of a reasonable quality to those without. We provide furniture items at a reduced and affordable cost and so will not replace furniture that is already functional.

### Terms and Conditions of Open Hands Furniture Provision - you confirm that:

1. You are in genuine need of the item(s) you have ordered and are accessing items for yourself and your household only, do not already own items of a similar nature, and are not in a position to purchase items at retail value.
2. You are not living in a property that is furnished by your landlord, or accommodation provider who is responsible for replacing unsuitable furniture items.
3. You are satisfied with the quality of item(s) you have selected and can confirm that they are suitable for access into your property. I.e: they will fit into your house easily and will not force our volunteers to compromise on safe manual handling. Access should be cleared for our team to deliver your item(s).
4. You understand that electrical items have been PAT tested and are working to the best of our knowledge. Please note that in the case of electric ovens, which we are unable to PAT test, we recommend a qualified electrician is consulted for fitting.
5. You are satisfied with the delivery time and date set for your order and will be present at the address given to receive your order.
6. You will ensure that the address & phone number you have given us is accurate and that your phone will be on and available to answer a confirmation call from our drivers on the day of your delivery.
7. If for any reason you need to cancel your order, you will notify Open Hands at least one day before the order is due to be delivered on 0116 2558672 – (option 2)
8. You understand that we will not remove old furniture/white goods when we deliver your items.

### You also accept that:

1. If anything happens to interfere with your item(s) delivery date, Open Hands will notify you of the changes on the phone number you have provided.
2. If you are not present at the address given to receive your order, it will be returned to our warehouse. We will contact you to arrange one further delivery at an additional delivery cost. If this redelivery also fails, we will refund to you the price of your items only (excluding delivery cost).
3. For health and safety reasons, our delivery team will not lift items up several flights of stairs or manoeuvre items in any awkward spaces that would compromise our safe manual handling policy.
4. Our van delivery team are not responsible for the dis/assembly of any furniture.

Name: .....

Signature: ..... Date: \_\_ / \_\_ / \_\_\_\_

Delivery booked for: \_\_ / \_\_ / \_\_\_\_ AM / PM

## Open Hands Furniture Returns Procedure

At Open Hands, we aim to help those in need by offering a free or reduced cost service in which new and reused stock is available to those qualified for the service. Items will be priced in a way that reflects their new or reused condition. Whilst we endeavour to provide good-quality items of furniture, reused items of furniture may contain signs of wear and tear. We hope that all items provided will enrich the life of each recipient.

If a problem arises on receipt of an item, we ask for your cooperation in the application of this policy.

1. If you wish to cancel an order before it's delivery date, you must let us know at least 2 working days prior to the scheduled delivery date in order for us to be able to arrange a refund.
2. If you are unhappy with an item that is delivered to you, you must communicate your concerns to the drivers at the point of delivery.
3. As items are all bought as seen (based on the photo and comments presented to a customer), exchanges or returns are only permitted in the case of faulty items.
4. An exchange will only be possible whereby an item is delivered in a non-working condition. The item must be in original condition to be returned. As we are a charity dependent on donations, it may not always be possible for us to arrange a replacement; in this event a refund will take place.
5. If you notice a fault with your item after delivery (e.g. broken or missing parts), you must communicate this to the Open Hands office (0116 2558672) within 1 week of delivery. In the event that a refund or exchange is agreed a suitable date will be arranged for this to take place. If you notice a fault with an electrical item after delivery, you must communicate this to the Open Hands office (0116 2558672) within 1 week of installation.

Name: .....

Signature: ..... Date: \_\_/\_\_/\_\_\_\_

Delivery booked for: \_\_/\_\_/\_\_\_\_ AM / PM

*Revised as of February 2019. These policies, along with all procedures, are reviewed annually.*