

Terms and Conditions of Open Hands Furniture Service (to be signed by client)

Please review the terms below and sign to confirm that you agree to them, prior to receiving items from the Open Hands Furniture Service:

I confirm that:

- My property is provided unfurnished, and my landlord / accommodation provider is not responsible for providing and replacing furniture items as part of my tenancy agreement.
- I do not already own any of the items that I am requesting from the service.
- I understand that items provided may be second-hand (reuse) and that Open Hands have undertaken testing and cleaning to ensure that they are safe and fit for purpose.
- I understand that any reuse electrical items have been PAT tested for safety.
- I am responsible for registering any new electrical appliances for their guarantee.
- I understand that the items requested do not come with any guarantee. If you are purchasing items from our Low-Cost furniture service, please note that your rights under the Consumer Rights Act 2015 are not affected by agreeing to these terms.
- The contact details that I have provided are accurate and that the Open Hands team will be able to contact me using this information.
- The furniture delivery team will not remove any unwanted items from my property.
- Someone over the age of 18 will be present at my property to receive and sign for items delivered
- I will contact Open Hands giving 48 hours' notice, if I wish to rearrange, or cancel a delivery.

You also accept that:

- If anything happens to impact your delivery date, Open Hands will notify you as soon as possible using your given contact details.
- If you are not present at the address to receive your order, it will be returned to our warehouse. We will contact you to arrange one further delivery.
- 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 safe manual handling practices.

Signed _____

Date _____

Print Name _____

Document Author: M. Tomlin

Date last updated: 9th January 2026

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 re-used stock is available to those qualified for the service. Items will be priced in a way that reflects their new or re-used condition. Whilst we endeavour to provide good-quality items of furniture, re-use 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 guest), 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 255 8672) 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 255 8672) within 1 week of installation.

Name:

Date: __ / __ / ____

Signature:

Delivery booked for: __ / __ / ____ AM / PM

This policy will be reviewed annually by Open Hands staff and an updated version released.