

# Downtown

HOME | FASHION | GARDEN

## Delivery & Installation

Thank you for visiting us and we hope you enjoy your new purchase. This guide contains all you need to know regarding your product installation and delivery options.

**Buying from Downtown has never been easier** and, for over 200 years, shoppers have trusted Downtown to deliver quality products at competitive prices with an unmatched level of customer service.

**In this guide, you will find:**

- **Information on our home delivery options**
- **Information on large domestic appliance installation**
- **Information on carpet installation and fitting**



# Downtown Home Delivery

Downtown is committed to providing a delivery service that you can trust and depend on. When ordering your item, your sales advisor will describe the level of service you can choose:

## Standard Delivery - In-store

Our professional delivery team will deliver your item to a room of your choice. **Please note:** all room of choice deliveries will be subject to a site survey by the delivery team who assess whether it is possible to place the item in your chosen room. Deliveries are generally made by our own liveried vehicles.

## Premier Card Holders

As a Premier Account holder, you receive half-price delivery of your item.

### Standard One Person Delivery - Online

Some postcodes are excluded such as the Channel Islands, Highlands, Islands, Northern Ireland and some UK mainland postcodes.

The options are presented to customer in the checkout online. Some deliveries are made by our suppliers and may have different postcode exemptions.

### Standard Two Person Delivery - Online

Some mainland and Northern Ireland postcodes are excluded. Some of the Highlands, Islands, Cornwall and West Wales are available but at an additional charge. Orders over £2999 are free.

## Removal and Disposal

When removing and disposing of items, we remove a like for like item.

**For example:** If you purchase a sofa, we will remove your original sofa.

Ask in-store for details and prices.

In the event of the removal of an existing mattress, we do so if the mattress has been placed securely in the black bag provided at the point of order.

Items covered under the WEEE regulation will be recycled FREE of charge if returned to the store by the customer.

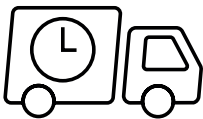
## Where and When We Deliver

**Please note:** We currently offer delivery to mainland UK only. We will deliver between the hours of 7.30am and 8pm Monday to Friday and Saturdays between 8.30am and 4pm.

Delivery cannot be guaranteed to certain rural and offshore areas. The postcodes which may be affected by this are:

AB31- AB56, FK19 - FK21, IV1 - IV63, HS1 - HS9, KA27 - KA28, KW1 - KW17, PA20 - PA78, PH1 - PH50, ZE1 - ZE3.

We will do our absolute best to meet our stated delivery time, but this cannot always be guaranteed.



## Your Delivery Time

If you've provided your mobile number, we'll text you on the day before your delivery (or if the delivery is scheduled for a Monday, then we'll contact you on the Friday) to confirm your delivery time slot.

Or you'll be contacted by landline or email if that is your preferred contact method.

If you prefer to contact us, then call us on **03452 505502** after 10.30am on the day prior to your delivery.

## Safe Delivery

To help us deliver your item safely, please follow these guidelines:

- **Ensure that access to your home and the room is free from obstruction**
- **Move breakable items from the space**
- **Ensure that the item being delivered will fit through the access and into the room. Should you be concerned about access please contact us on 03452 505502 prior to your delivery date.**
- **If you are having an electrical item disposed of, please ensure that it is disconnected and ready for collection.**

\*Items covered under the WEEE regulation will be recycled FREE of charge if returned to the store by the customer.

# Large Domestic Appliance Installation

Downtown is committed to providing an installation service that you can trust and depend on.

## Standard Installation

Our installation team will install your new appliance to your existing plumbing and electrical outlet, connecting to your existing water supply on a standard fitting, fitting the waste water pipe and connecting to your electrical supply via 3-pin plug socket.

The service is only available when you make a purchase and must be applied at the time we deliver your new appliance.

## Disconnecting Existing Equipment

We will happily disconnect any existing appliance and move to a room of your choice, free of charge, as part of our installation process.

## Removal & Disposal

When removing and disposing of items, we will only remove like for like items, at an additional fee.

**For example:** If you purchase a washing machine, we will remove and dispose of your original washing machine.

We can arrange fitting of integrated appliances on request, please ask staff for details.

\*Items covered under the WEEE regulation will be recycled FREE of charge if returned to the store by the customer.

## Installation

To help us to install your items safely and effectively, follow these simple guidelines:

- Ensure your waste water pipe, water supply and electricity connections are no more than 1 metre away from where the appliance will be.
- Ensure you have a 13amp 3-pin plug socket suitable for connection.
- If we are removing an existing appliance, please ensure it is drained (if not using our installation service, please also disconnect).
- Identify where the mains water switch is in your home - check you can switch it off if required.
- Ensure that access to your property and/or room is free of obstruction.
- Please ensure that any plumbing or electrical supply is compliant with all health and safety regulations and is of a standard suitable for connection. In circumstances where this is not the case, our installers will not be able to proceed for your own safety.

Please note, we are unable to:

- Modify your existing plumbing in any way.
- Modify any existing kitchen units or perform any kind of carpentry.
- Perform any kind of electrical modification, including the removal of moulded 3-pin plugs.
- Supply extended pipes. Where this is necessary, please have these items to hand.
- Dispose of old appliances, unless you have purchased our removal and disposal service.
- Install a product not purchased from Downtown stores.

## Additional Information

- For safety reasons, the installation cannot be in a bathroom, toilet or unheated outbuilding.
- If your water connection valve is seized due to limescale, we cannot fix this and you may need to source your own plumber.
- We can only install if there is adequate water pressure for the appliance.
- We reserve the right to refuse to collect or install any item we believe constitutes a health and safety risk to our employees.

# Carpets Installation and Fitting

Before our fitters arrive, please take a few minutes to read through this carpet fitting guide. These tips will help you prepare, and they'll assist the fitters in doing the best possible job for you. We want your carpet to look great, with a minimum of inconvenience to you and your family.

## Making a Fitting Date

You can schedule your new carpet fitting for a date that's right for you but we are unable to give an exact time when our fitter will call.

If more than one visit is requested to fit your carpet or flooring, an extra charge may be incurred.

## Preparing the Room for fitting

To fit your carpet, rooms should be cleared of all furniture, TVs and other electronic equipment. Any breakable items that have to be handled by our fitters will be done so at the customer's risk.

In kitchens and utility rooms, please ensure that any domestic appliances are unplugged and disconnected before removing them. Our fitters are not responsible for disconnecting or reconnecting these items.

## Removing your Old Carpet

If you already have wall-to-wall carpeting, it will have to be uplifted before the new carpet can be fitted.

To remove your carpet, we recommend the following steps:

- **First, vacuum the old carpet and air the room.**
- **Lift and remove the carpet and underlay.**
- **Finally, vacuum the floor to remove any remaining dust.**

Alternatively, we are able to provide this service for a modest charge. With prior notice, our fitters are able to move your old furniture and to uplift old carpets. Contact our **customer service team on 03452 505502** to discuss.



## Airing the Room

It's important to air the room that the new carpet is being fitted in. Carpet fitting can create dust and other particles, reducing air quality. To help prevent this, we recommend that you open windows and doors to increase air flow.

## Storage and Utilities

Our fitters may ask to use additional areas - such as garages and patios - to store materials during fitting. They may also need access to power for electrical tools and the indoor temperature must be at least 18°C (65°F).

## Opening Doors

If necessary, our fitters will remove doors and replace them. Should the door need shaving in order to clear the new carpet, our fitters may be able to do this for a modest charge, please discuss with the fitter. However, old doors, outside doors and fire doors may have to be adjusted by a professional.

**Please note: We will be unable to include this charge in an estimate as we will not know whether or not this service is required until after the fitting is complete.**

## Colour Matching

We endeavour to colour match wherever possible; however, please expect a small amount of colour variance due to the nature of carpet manufacture. This will be particularly noticeable if ordering different widths of the same carpet.

## Carpet Seams

In many rooms, carpet seams are inevitable. Today's heat bonded seams are stronger than the rest of the carpet but they are not completely invisible. The direction of the carpet may make some seams more visible than others. Before fitting, feel free to discuss the location of the seams to see if they can be placed in low-traffic or less visible areas.


## Colour Changes and Fading

Carpets with a high wool content can fade over time. This fading is caused by ultra-violet light, which lightens the wool. The degree and speed of the fading will depend on the colour of the carpet, as well as the location and conditions the carpet is placed within.

We recommend you use blinds or curtains in rooms with large windows which get a lot of sun. This will help minimise carpet fading and maintain the best look for your carpet.

## Treatments and Aftercare

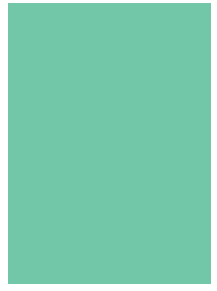
Protect your new carpet against spills and accidents with our Staingard service.

Please see the separate leaflet. The logo for Staingard, featuring the word "staingard" in a lowercase, sans-serif font. The "s" is red, and the "taingard" is black. A red swoosh underline starts under the "a" and ends under the "d".

Staingard is widely acknowledged as the leader in products for the protection, cleaning, repair and care of all furniture types including leather and fabric upholstery, carpets, wood and glass furniture and beds. Staingard is recommended by consumers and professionals alike.

## Count on Downtown

If you have any questions or concerns, please don't hesitate to call us. Our carpet professionals are dedicated to giving you the highest standards of quality and we're more than happy to offer advice, assistance, and any help you need both before and after your purchase.



# Earn rewards as you shop

Collect points with purchases, to spend in store

Invitations to special events via email.

Be first to hear about exclusive offers

# Join Today

See in store leaflet for details. Terms & conditions apply.



Please see our website for store information

**[www.downtownstores.co.uk](http://www.downtownstores.co.uk)**

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