

## **Pick4U DHD – Terms & Conditions (UK)**

### **Delivery / Lead Time**

England (Mainland UK): 5–7 working days

Scotland & Northern Ireland: 6–10 working days

Orders are shipped within working days Monday to Friday 48 hours of receiving proforma payment.

### **Pricing & Extra Charges**

DHD Prices include standard delivery in England & Scotland.

Northern Ireland: Extra £100 applies for: 2-seater, 3-seater, 3+2, 3+2+1 items.

### **Collaboration / Order Process**

1. PICK4U receives order details from the platform.
2. PICK4U confirms the order by issuing a PI (Proforma Invoice).
3. Platform makes payment to PICK4U's bank account.
4. PICK4U confirms payment and proceeds with delivery within working days 48 hours.

### **Returns & Exchanges**

- Clearance items: Cannot be returned or exchanged if in good condition.
- Standard returns & exchanges:

Notify us by email to [sales@pick4u.co.uk](mailto:sales@pick4u.co.uk) within 7 calendar days of delivery.

Items must be unused, in original packaging, and in reusable condition.

- Return shipping: Customer pays unless the item is faulty or damaged. If customers discover any faulty, damaged, or incorrect items upon delivery, please contact us immediately [sales@pick4u.co.uk](mailto:sales@pick4u.co.uk). We will arrange collection and replace them with items in good condition as quickly as possible.
- Returned items (non faulty, non damaged, or no wrong items) will be inspected by our warehouse team. Once the condition is confirmed:

If items do not affect resale, we will refund the remaining amount after deducting courier costs.

- Refunds will be processed to your business bank account within 7 working days.
- Exchanges: Same process applies. Items must be unused, in original packaging, and in resalable condition. Customers cover the total courier cost for the replacement item.

### **Change of Mind / Goods in Transit:**

Once goods are detached, assembled, or dispatched, they are considered non-recallable.

If the customer changes their mind while goods are on the way and requests the courier to return the items to the warehouse, the return shipping costs will be deducted from the refund. In this case, we cannot provide a full refund.

**Warranty**

2-year warranty on frame, mechanism, motor, and function.

Excludes fabric, cushions, and normal wear & tear.

**Contact**

For returns, exchanges, or warranty claims, email: [sales@pick4u.co.uk](mailto:sales@pick4u.co.uk)