

Terms and Conditions

Off the Grain is registered in England and Wales, our company registration number is xxx. Our VAT number is xxx. Our registered address is Brian Royds Mill, Saddleworth Road, Greetland, Halifax, HX4 8NF.

Before purchasing, please read through the terms and conditions listed below as they contain legal information. The terms and conditions apply to use of www.offthegrain.co.uk, by placing an order through our website you agree to be bound by the terms and conditions listed below. Your acceptance of the below terms and conditions is given when you use www.offthegrain.co.uk as well as when you complete a transaction.

We reserve the right to change the terms and conditions listed below and encourage you to check for any changes before purchasing.

Standard Products

Off the grain is committed to delivering the highest standard of customer service and satisfaction. We want you to be delighted with every item that you receive. However, we also understand that on occasions you may need to return items if you aren't totally satisfied with your purchase.

Orders

All of the furniture at Off the Grain is handmade and made to order as a result the furniture you receive may vary slightly from the images you have seen online. Due to the nature of handmade products please allow for a -/+ 10mm variance on all furniture across the range.

Due to the nature of wood, there may be some slight variations in the shade from what is seen on the website. This is due to the different characteristics in wood as a natural product.

As wood is a natural product, the characteristics that are evident in each piece of furniture will vary. The beauty timber is that it can display the natural characteristics of the wood, this could include shakes, cracks, bows, splits and twists. Due to the natural nature of the product, we are unable to accept a return on an item that is displaying natural movements.

Cancellation Policy

If you order one of our standard items, then you may cancel within 24 hours of purchasing the item as long as the item has not been dispatched for delivery. Once an item has been dispatched, you will not be able to cancel the item. You will be able to return the item if needed through our 14 day return policy.

If you wish to cancel a bespoke item, you may do so within 1 hour of purchasing your item by contacting us in writing at info@offthegrain.co.uk.

Missed Deliveries

Once the item is ready to dispatch you will receive a tracking code. It is the responsibility of the customer to ensure that arrangements are made for the delivery of the item. Any missed or cancelled deliveries will incur an extra re-delivery charge.

Returns

Goods must be returned to us within 14 days of receipt, undamaged and in their original packaging. If you fail to return the product in its original packaging and condition, then we reserve the right to refuse your return or deduct a charge based on the condition of the goods.

If an item is returned after 14 days of receipt then a credit note (1 year expiry) will be issued, at the discretion of Off the Grain.

Your refund will be processed as soon as possible and within no more than 28 days. In most cases we will only make a refund using the same method of payment originally used by the purchaser. If this isn't possible then we will contact you via email or phone.

Until goods are received by Off the Grain, the buyer is responsible for the goods and the condition that they are returned in. Please ensure that your item is packaged correctly to avoid damage.

Bespoke Items

You (the customer) will not have the right to return the item for a refund or an exchange for bespoke items, unless there is a manufacturing defect or a fault with the goods. Off the Grain have the right to make good any issues with manufacturing defects or faults.

Off the Grain do not offer refunds on any items delivered overseas.

Delivery Policy

We aim to be as accurate as possible with our lead times on each product. However, as all items are handcrafted and made to order delays are possible. In the unlikely event of a delay, we will contact you and inform you of the changes as soon as possible.

Bespoke Items

When ordering a bespoke item, we will inform you prior to purchasing the expected lead time.

Delivery Fees

On our standard and medium sized items, we offer free delivery on all purchases to UK Mainland Only (excluding northern areas of Scotland or any non-mainland UK delivery addresses such as the Channel Islands, Jersey, Guernsey, Isle of Man and the Shetland Islands). For purchases outside of Mainland UK, please contact Off the Grain for an accurate quote.

Inspection of goods and notification of defects

Once the goods have been delivered it is up to the customer (you) to inspect the item for any defects at the time of delivery. You must notify Off the Grain by writing at info@offthegrain.co.uk stating the defects, including details and photographic evidence of the faults, within 24 hours of receipt of the item. Failure to notify Off the Grain of any defects within 24 hours will result in you having deemed the goods fit for purpose and you will not be entitled to reject the goods delivered to you.

Off the Grain work with a wide range of timber, including some that has been reclaimed. There are no circumstances in which you (the customer) can reject the goods delivered by Off the Grain based on small defects such as knots, cracks, shakes and marks which are characteristics of a natural product.

If a fault is identified in any product delivered by Off the Grain and notification has been made of the defect, we will aim to promptly rectify the issue through a replacement item. However, we (Off the Grain) will not remain liable for any item that has continued to be used after notification of the defect has been made. We will also reject liability if you (the customer) decide to make any alterations to the delivered item without consent from us (Off the Grain).

We make every effort to ensure that splinters are removed from the wood. However, it is the responsibility of the customer (You) to inspect the item and ensure that all splintered wood has been removed to reduce the chance of a splinter piercing your skin. In the event that a customer is unsure how to remove a section of splintered wood, we (Off the Grain) may give advice on how to do so via email or phone.

Lifetime Guarantee

The lifetime guarantee covers domestic use only and does not apply to products used in a commercial setting. The guarantee that we offer does not cover any events that are outside Off the Grains control. This includes: Damage caused in a wilful manor, accidental damage, misuse, damage caused by water and any damage to items caused by the use of cleaning products.

Any bespoke item is not covered by our lifetime guarantee. Other exceptions to the guarantee include items that have become damaged due to exposure to direct heat such as radiators or open fires.

Our lifetime guarantee only covers items purchased and used in the United Kingdom.

Splits, cracks and Knots

The beauty of wood is that it is full of character and every piece is unique. As a result characteristics such as knots, splits, hairline cracks and movement is not covered in our lifetime guarantee.