

TERMS & CONDITIONS

For orders placed between 2023 to 31st October 2024.

The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 say that up to 14 days after receiving your goods, in most cases, you can change your mind and get a full refund. The Consumer Rights Act 2015 says goods must be as described, fit for purpose and of satisfactory quality. During the expected lifespan of your product you're entitled to the following: up to 30 days: if your goods are faulty, you can get a refund; up to six

months: if it can't be repaired or replaced, then you're entitled to a full refund in most cases; up to six years: if the goods do not last a reasonable length of time, you may be entitled to some money back. This is a summary of some of your key rights. For detailed information from Citizens Advice please visit www.citizensadvice.org.uk or call 03454 04 05 06. The information in this summary box summarises some of your key rights. It is not intended to replace the contract

This contract sets out:
your legal rights and responsibilities;
our legal rights and responsibilities; and
certain key information required by law.

In this contract:
'We', 'us' or 'our' means Maker&Son UK; and
'You' or 'your' means the person using our site to buy goods from us.

If you don't understand any of this contract and want to talk to us about it, please contact us by:
email newenquiries.uk@makerandson.com
emails will usually be responded to within 24 hours, Monday to Saturday: 10 am to 5 pm; or
telephone: 0800 808 5408 (Monday – Friday 10:00 – 16:00)

This contract sets out:

your legal rights and responsibilities;
our legal rights and responsibilities; and
certain key information required by law.

In this contract:

'We', 'us' or 'our' means Maker&Son Licences Ltd and
'You' or 'your' means the person using our site to buy goods from us.

If you don't understand any of this contract and want to talk to us about it, please contact us by
email: newenquiries.uk@makerandson.com

About Us

Maker&Son Licences Ltd
Company Number: 14217039
VAT Number: 457201605

49 Station Road, Polegate, East Sussex, England, BN26 6EA

1. Introduction

1.1 If you buy goods on our site you agree to be legally bound by this contract. 1.2 This contract is only available in English. No other languages will apply to this contract.

1.3 When buying any goods you also agree to be legally bound by:

1.3.1 our website terms and conditions and any documents referred to in them;

1.3.2 extra terms which may add to, or replace some of, this contract. This may happen for, security, legal or regulatory reasons. We will contact you to let you know if we intend to do this by giving you one month's notice; and

1.3.3 specific terms which apply to certain goods. If you want to see these specific terms, please visit the relevant webpage for the goods at any time during the online checkout process.

1.4 All of the above documents form part of this contract as though set out in full here.

2. Definitions

2.1 As used in this Agreement, the following terms shall have the following meanings:

2.1.1 "bespoke" means products that are made up in a fabric of your choice that is not found on our website, or subject to any customisation at your request (i.e. a change in a dimension);

2.1.2 "products" means the products you are purchasing under the contract as stated your order;

2.1.3 "services" means any services you are purchasing under the contract as stated your order, including the limited warranty we provide to the original purchaser of the Maker&Son Licences Ltd Furniture. Please see clause 6 of this Agreement for full details.

3. Information we give you

3.1 By law, the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 say that we must give you certain key information before a legally binding contract between you and us is made. If you want to see this key information, please click on the 'key information' button;

3.1.1 read the acknowledgement email; or

3.1.2 "products" means the products you are purchasing under the contract as stated your order;

3.2 contact us using the contact details at the top of this page. 3.3 If we have to change any key information once a legally binding contract between you and us is made, we can only do this if you agree to it.

4. Your privacy and personal information

4.1 Our Privacy Policy is available at <https://www.makerandson.com/privacy-policy>. 4.2 Your privacy and personal information are important to us. Any personal information that you provide to us will be dealt with in line with our Privacy Policy, which explains what personal

information we collect from you, how and why we collect, store, use and share such information, your rights in relation to your personal information and how to contact us and supervisory authorities if you have a query or complaint about the use of your personal information.

5. Ordering goods from us

5.1 Below, we set out how a legally binding contract between you and us is made. 5.2 You place your order when you click on the "order now" button selecting the products, services you require via the site. 5.3 Your order is accepted when we send you an email or other written communication confirming receipt of your order, or if we do not send such an email, when we despatch the products or the first instalment of the products to you. 5.4 We may contact you to say that we do not accept your order. This is typically for the following reasons:

5.4.1 the goods are unavailable;

5.4.2 we cannot authorise your payment;

5.4.3 you are not allowed to buy the goods from us;

5.4.4 we are not allowed to sell the goods to you;

5.4.5 you have ordered too many goods; or

5.4.6 there has been a mistake on the pricing or description of the goods.

5.5 We will only accept your order when we email you to confirm this (Confirmation Email). At this point:

5.5.1 a legally binding contract will be in place between you and us; and

5.5.2 we will dispatch the goods to you.

6. Warranties and Guarantees

6.1 We provide the following limited warranties to the original purchaser of new Maker&Son Licences Ltd Furniture, subject to the limitations and exclusions stated below:

6.1.1 Your Song Furniture Frame: We provide a thirty (30) year limited warranty on the frame of your Song furniture, including all Song Chairs, Sofas and Corner Sofas. While your frame is under warranty, we will repair or replace any part of it that is defective in material or workmanship. The decision to repair a piece, or replace will be made at the discretion of Maker&Son UK.

6.1.2 Coil Spring Inserts: Coil spring inserts are warranted against defects in materials and workmanship for a period of two (2) years.

6.1.3 Feather and Down Cushions: Feather and Down Cushions are warranted against defects in materials and workmanship for a period of three (3) years.

6.1.4 Fabric Coverings: Fabric coverings, other than Customer's Own Material, are warranted for one (1) year against manufacturing defects, seam slippage, pilling (unless pilling is a natural characteristic), shrinkage, and nap loss.

6.2 For the first five (5) years after your purchase, Maker&Son UK will be responsible for the delivery cost of defective furniture residing in the United Kingdom to and from our manufacturer. Starting Year Six (6) and continuing for the duration of the warranty, you will be

responsible for the delivery cost of the furniture to and from the manufacturer. For those outside the United Kingdom, you will be fully responsible for the transportation to and from the factory, including any damage that could be caused. 6.3 This warranty does not cover fabric fading caused by stains from spills including but not limited to acids, solvents, dyes, ink, paint, other corrosive chemicals, bodily fluids, exposure to sunlight, bright light or extreme heat. Use of any aftermarket soil or leather protector not approved by Maker&Son UK in writing will void this warranty. Colorfastness and durability of Fabric Covering are also excluded from the warranty. 6.4 These guarantees do not cover fair wear and tear, neglect, abuse or misuse of your goods, loss or damage (including rusting and corrosion) due to unreasonable exposure to water, heat or weather; loss or damage due to fire, smoke, explosion, lightning, sunlight, infestation by animals or boring insects, damage by animals generally or theft, or accidental damage or loss caused by a third party 6.5 Limitations and Exclusions – For those outside the contiguous United Kingdom, you will be fully responsible for the transportation to and from the factory, including any damage that could be caused. This warranty only covers new furniture. New furniture is furniture purchased new from Maker&Son UK by the original purchaser. It excludes all furniture sold by an unauthorised Retailer, floor samples or furniture sold as “AS IS”. 6.6 Proof of Purchase and Warranty Start date: To make a warranty claim you must have the original purchase receipt or a copy thereof. This warranty commences on the date of delivery. 6.7 To initiate a warranty claim, a return, or report a product damaged in transit, please contact us at newenquiries.uk@makerandson.com

7. Bespoke products

7.1 A Bespoke product is an order for a product custom made to your specifications and / or requirements (e.g. using your own material and/or measurements). If we are making the product to measurements you have provided, you are responsible for ensuring that these measurements are correct. The final dimensions of the finished Product will be within 2cm of the requested measurements. 7.2 Where there is a bespoke product, and we have not agreed to procure the fabric from a third party manufacturer, then: you will be responsible for providing and transporting fabric to us promptly in order for us to produce bespoke products; you will be required to supply to us sufficient fabric to enable us to produce the products, with some allowance for wastage; you must arrange for it to be transported to our nominated premises; and we will not be responsible for the condition, quality or suitability of the fabric you supply. Where any bespoke product is to be made to your dimensions or design, you must give written approval for any final dimensions and designs before we are obliged to start production, and you are responsible for ensuring that the dimensions and designs are fit for your purposes.

8. Customer own materials

8.1 This clause applies to any fabric that you provide to us or which you specify and is not on our website (‘Customer Own Material’). This applies to any Product that, at your request, we make with Customer Own Material as a ‘Customer Own Material Product’. 8.2 We may refuse to use any Customer Own Material which we deem to be unsuitable for purpose. 8.3 We may cut, work on and otherwise treat and deal with your Customer Own Materials as we consider appropriate in the course of making the Product and (unless you state in writing with your order that surplus should be returned to you) we may use or dispose of excess fabric or items as we think fit. 8.4 Customer Own Materials will become owned by us when we receive them; ownership in any of them which we return to you (whether unused or incorporated in the Product) will revert to you upon delivery to you. 8.5 You agree to ensure that your Customer Own Material is in all respects safe and suitable for application in the Product.

9. Fabrics

9.1 Fabric batches may vary. The majority of our fabrics are created from natural materials, and thus, unlike man made Products, there can be slight variations between batches. The most common variation is that of colour – although the actual variation is often almost negligible or very slight. Some fabrics will be more affected than others. 9.2 Whilst we guarantee to make all your order from the same batch, we cannot guarantee that subsequent orders will match your original order. 9.3 Because of the nature of the materials used, any finishes that are applied to the exterior of our Products may alter the final colour and feel of the fabric. 9.4 We cannot accept any responsibility for fading or discolouration caused by exposure to direct or indirect sunlight. Sunlight affects different fabrics in different ways, but sunlight, whether direct or indirect, will nevertheless always affect fabric colour. Darker fabrics are likely to discolour and fade more. Different fabrics, dark or light are liable to fade or discolour at different rates. 9.5 After delivery, we cannot accept any responsibility for fading or discolouration, due to exposure or contact with any chemicals sprayed nearby or applied directly. Please also note that there are certain aerosol sprays, most particularly odour neutralisers and nicotine neutralisers, which contain chemicals that can react with fabric dyes (these Products will normally warn against spraying close to upholstery without first covering it).

10. Website Accuracy

10.1 The images of the products on our website are for illustrative purposes only. Although we have made every effort to display the colours accurately, we cannot guarantee that a device’s display of the colours accurately reflects the colour of the products. Your product may vary slightly from those images. 10.2 Every effort is made to ensure the complete accuracy of our website; however some prices/details may change from time to time and it is possible

that errors may occur. If we discover an error in the price of the Product(s) you have ordered we will inform you as soon as possible. You will then be given the option of re-confirming your order at the correct price or cancelling your order. If we are not able to reach you using the contact details you provided during the order process, then we may treat the order as cancelled and notify you of this by email. If an order for Products is cancelled in accordance with this clause 9.3 and you have already paid for the Products, we will give you a full refund as soon as reasonably possible (and in any event within 30 days of cancellation). 10.3 We are under no obligation to provide the Product to you at the incorrect (lower) price, even after we have sent you an Order Confirmation, if the pricing error is obvious and unmistakable and could have reasonably been recognised by you as mis-pricing. 10.4 To the maximum extent permissible by law, we exclude all warranties, expressed or implied as to the accuracy of the information contained in any of the materials on the Website.

11. Alteration of specification

11.1 We may alter the specification of the products where such alteration does not materially affect their quality or performance.

12. Measurements

12.1 We use reasonable efforts to make our products as accurately as possible, however measurements are approximate, and your products may not precisely conform to any measurements provided. You agree that all products may be supplied with dimensions which are up to +/- 20mm of the stated dimension, including to allow for variances in fabric pile.

13. Right to cancel

13.1 You have the right to cancel this contract within 14 days without giving any reason. 13.2 To exercise the right to cancel, you must inform us of your decision to cancel this contract by a clear statement (e.g. a letter sent by post, fax or email) using the contact details at the top of this contract. We will send you an electronic cancellation request form via our contracts platform, OneFlow, for you to complete and return to us electronically. 13.3 To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired. 13.5 Your cancellation right does not apply to products which were made to your specifications or are clearly personalised. This may include bespoke products. We may however, at our sole discretion, offer a 50% refund if you wanted to cancel the contract for any such bespoke or personalised products. 13.6 In the situation where we agree to provide services, then you confirm that you request the services begin before the end of the cancellation deadline, and you agree that if you subsequently cancel, you shall pay us an amount for such services which is in proportion to what services have been performed until you cancelled, in comparison with the full coverage of the contract. You

agree to pay such amount on demand, and you agree that that we may deduct such amount from any refund which we are obliged to make to you.

14. Effects of cancellation

14.1 If you cancel this contract, we will reimburse to you all payments received from you, including the costs of delivery (except for the supplementary costs arising if you chose a type of delivery other than the least expensive type of standard delivery offered by us). 14.2 We may make a deduction from the reimbursement for loss in value of any goods supplied, if the loss is the result of unnecessary handling by you. 14.3 We will make the reimbursement without undue delay, and not later than:

14.3.1 14 days after the day we received back from you any goods supplied; or

14.3.2 (if earlier) 14 days after the day you provide evidence that you have returned the goods; or

14.3.3 if there were no goods supplied, 14 days after the day on which we are informed about your decision to cancel this contract.

14.4 We will make the reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of the reimbursement. 14.5 We may withhold reimbursement until we have received the goods back or you have supplied evidence of having sent back the goods, whichever is the earliest. 14.6 If you have received goods:

14.6.1 we will collect the goods OR you shall send back the goods or hand them over to us without undue delay and in any event not later than 14 days from the day on which you communicate your cancellation from this contract to us. The deadline is met if you send back the goods before the period of 14 days has expired;

14.6.2 will have to bear the direct cost of returning the goods. The cost is estimated at a maximum of the delivery cost (for UK locations) or charged at the same rate as your original delivery charge for outside of UK deliveries and;

14.6.3 you are only liable for any diminished value of the goods resulting from the handling other than what is necessary to establish the nature, characteristics and functioning of the goods.

15. Delivery

15.1. When the time comes for delivery of your item(s), our trusted delivery teams will carefully carry the items to the right room* and assemble as needed**. They will remove all packaging, and take it away with them for recycling when they leave. *Of course, our delivery team will reasonably endeavour to deliver items to the room of your choice. However the room must be accessible to two delivery people, either on the ground floor or via suitable stairs / elevator, and without the need for mechanical lifting equipment. If you see any potential issues with delivery due to access, please raise them at the point of order. **Please understand that it is your responsibility

to check the condition of the piece(s) delivered and to highlight any issues upon receipt with our delivery team.

15.2. If your order is not being placed as a result of a complimentary home visit, we strongly recommend that you provide an access route video for our delivery team to review. Our Support team can send you a video for how to record this correctly. 15.3. If the delivery attempt is not successful on the day, there may be costs associated with returning the item to our manufacturers for amends to be made as well as a redelivery fee at our standard delivery rate. 15.4. According to our Home and Contents Agreement: the customer agrees that:

(a) their participation in furniture delivery is voluntary. Additionally, the customer agrees to assume any risk that is associated with removing doors or moving any property contents to permit the delivery and releases Maker & Son from any and all claims of damage and loss that may result. The release is without limitation and includes the repair costs, fees and any other losses that might occur to the customer.

(b) The customer agrees to hold Maker & Son harmless against all claims of damage and loss to the property and contents.

(c) Maker & Son UK maintains the right to refuse the delivery attempt if they foresee that participation would risk damage to any party or property.

(d) The customer agrees that this waiver agreement shall remain in full force and take effect without change and that participation in delivery is pursuant to the terms of the agreement.

15.5. Delivery Fees We have standard delivery fees of £200 to all of mainland UK. For the Republic of Ireland and addresses outside of the UK we can provide a delivery cost. Please call us on 08008 085 408 (Monday – Friday 10:00 – 16:00) or email us at: newenquiries.uk@maker-andson.com. When you place your order, we'll discuss any specific requirements and confirm costs at that stage and our delivery costs are subject to change without prior notice. We are able to remove old furniture for you, but please let us know at the time of ordering so we can provide an estimated cost for this service. 15.6. What to expect before your arrival date 15.7. Once your piece(s) are available, and have been received at our warehouse, you will be contacted to arrange a date for delivery. You will then receive a delivery notification for you to confirm that this time slot is convenient for you. The delivery date will be a maximum of 21 days upon receipt of goods at our warehouse, but we will attempt delivery within 7 days. Usually about 24 hours before delivery, you'll be notified of a time slot, once the delivery route has been planned.

15.8. You are required to take delivery on the agreed date. Unfortunately, if you (a) cancel the delivery later than 8am 1 day prior to your delivery date or (b) are not available to accept the delivery when it arrives, you may be charged redelivery fees as well as storage charges in addition to the original delivery fee. It's quite important to pay attention to this, and to know that all payments

will be due before eventual redelivery.

16. Payment

16.1 The price of the Product will be as quoted on our site from time to time, except in cases of obvious error. All prices include VAT, unless stated otherwise, at the prevailing rate. If you live outside the UK, please note that the price you see on our website may differ from what we charge you, due to, for example, differences in your country's VAT rate. 16.2 All prices which we have quoted you are valid for up to 28 days from the date on which the quote was given, unless otherwise indicated by us. 16.3 At the point of order, deposits of 20%, 50% or 100% of the total order value are accepted. If you opt to pay a 20% deposit at the point of order, we will contact you 21 days later and require you to pay a further 30% of the total order value. The remaining balance is required as soon as your item(s) are received at our warehouse. Products cannot be delivered until full payment is received. We accept all major credit cards and debit cards. 16.4 We will do all that we reasonably can to ensure that all of the information you give us when paying for the goods is secure by using an encrypted secure payment mechanism. However, in the absence of negligence on our part, any failure by us to comply with this contract or our Privacy Policy or breach by us of our duties under applicable laws we will not be legally responsible to you for any loss that you may suffer if a third party gains unauthorised access to any information that you give us. 16.5 Your credit card or debit card will only be charged when the goods are dispatched. 16.6 All payments by credit card or debit card need to be authorised by the relevant card issuer. We use Shopify as our payment provider who have high standard security measures in place. 16.7 If your payment is not received by us and you have already received the goods, you:

16.7.1 must pay for such goods immediately or within 24 hours of being notified.

16.8 If you do not return any goods (such as where you have not paid for them) we may collect the goods from you at your expense within 7 days of delivery. We will try to contact you to let you know if we intend to do this. 16.9 Nothing in this clause affects your legal rights to cancel the contract during the 'cooling off' period under clauses 17 and 18. 16.10 The price of the goods:

16.10.1 is in pounds sterling (£)(GBP);

16.10.2 includes VAT at the applicable rate; and

16.10.3 does not include the cost of:

16.10.4 delivering the goods (if you want delivery options and costs, please speak to our Sales Fulfilment team or your Sales Consultant before you place your order).

17. Nature of the goods

17.1 The Consumer Rights Act 2015 gives you certain legal rights (also known as 'statutory rights'), for example, the goods:

17.1.1 are of satisfactory quality;

17.1.2 are fit for purpose;

17.1.3 match the description, sample or model; and

17.1.4 are installed properly (if we install any goods).

17.1.5 We must provide you with goods that comply with your legal rights.

17.1.6 The packaging of the goods may be different from that shown on the site.

17.2 While we try to make sure that:

17.2.1 all weights, sizes and measurements set out on the site are as accurate as possible, there may be a small tolerance of up to 5% in such weights, sizes and measurements in the following goods: Marnie, Otter and Song Sofa and Bed ranges; and

17.2.2 the colours of our goods are displayed accurately on the site, the actual colours that you see on your computer may vary depending on the monitor that you use.

17.3 Any goods sold:

17.3.1 at discount prices;

17.3.2 as remnants; or

17.3.3 as substandard;

17.3.4 will be identified and sold as such. Please check that they are of a satisfactory quality for their intended use.

17.4 If we can't supply certain goods (such as 100% pure linen covers) we may need to substitute them with alternative goods of equal or better standard and value. In this case:

17.4.1 we will let you know if we intend to do this but this may not always be possible; and

17.4.2 you can refuse to accept such substitutes, in which case we will offer you a refund or a replacement and let you know how long such an offer remains open for.

18. Faulty goods

18.1 Your legal rights under the Consumer Rights Act 2015 (also known as 'statutory rights') are set out at the top of this contract. They are a summary of some of your key rights.

18.1.2 contact us using the contact details at the top of this page; or

18.1.3 visit the Citizens Advice website www.citizensadvice.org.uk or call 03454 04 05 06.

18.2 Nothing in this contract affects your legal rights under the Consumer Rights Act 2015 (also known as 'statutory rights'). You may also have other rights in law.

18.3 Please contact us using the contact details at the top of this page, if you want:

18.3.1 us to repair the goods;

18.3.2 us to replace the goods;

18.3.3 a price reduction; or

18.3.4 to reject the goods and get a refund.

19. End of the contract

19.1 If this contract is ended it will not affect our right to receive any money which you owe to us under this contract.

20. Limit on our responsibility to you

20.1 Except for any legal responsibility that we cannot

exclude in law (such as for death or personal injury) or arising under applicable laws relating to the protection of your personal information, we are not legally responsible for any:

20.1.1 losses that:

20.1.2 were not foreseeable to you and us when the contract was formed;

20.1.3 that were not caused by any breach on our part;

20.1.4 business losses; and

20.1.5 losses to non-consumers.

21. Disputes

21.1 We will try to resolve any disputes with you quickly and efficiently. 21.2 If you are unhappy with:

21.2.1 the goods;

21.2.2 our service to you; or

21.2.3 any other matter,

21.2.4 please contact us as soon as possible.

21.3 If you and we cannot resolve a dispute using our internal complaint handling procedure, we will:

21.3.1 let you know that we cannot settle the dispute with you; and

21.3.2 give you certain information required by law about alternative dispute resolution providers [<https://www.citizensadvice.org.uk/consumer/>].

21.4 If you want to take court proceedings, the courts of the part of the United Kingdom in which you live will have non-exclusive jurisdiction in relation to this contract. 21.5 The laws of England will apply to this contract.

22. Third party rights

22.1 No one other than a party to this contract has any right to enforce any term of this contract. However, if a person acquires the goods lawfully from you, you may transfer our guarantee to that person. This also applies where we have provided services in respect of an item you have transferred.

23. Vouchers, Coupons and Competitions

Vouchers have been made available for those who have received a major loss during the administration of Maker&Son Ltd. Vouchers have been created as a special consideration and are not available for use by anyone, other than these specific customers. Please note vouchers and coupons are not available, unless specified by Maker&Son UK, to any other customers. Vouchers T&C's: 50% of deposit and 50% balance on completion. Cannot be used In conjunction with any other order, voucher or offer. One time only use. Only available for use on Made to Order furniture. Only for use by registered customers. These Vouchers will expire In 6 months time on October 2nd, 2023. How to redeem my Voucher: Find our beautiful range online at Maker&Son., once you have added your item to cart and proceeded to checkout you will be able to input the voucher code. If you would like to schedule a mobile showroom consultation before you purchase, please contact us on 08008 085 408 or fill in our online booking form.. If you have any questions or need assis-

tance please contact our dedicated customer service team via phone 08008 085 408 or email newenquiries.uk@makerandson.com.

Wealden Times Midsummer Fair 2024 Ticket Giveaway 2024:

Giveaway Terms and Conditions Eligibility: The Maker&Son Ticket Giveaway (“Giveaway”) is open to residents of the United Kingdom aged 18 years or over. **Entry Period:** The Giveaway begins on Thursday May 16th 2024 and ends at midnight Wednesday May 29th 2024. Entries submitted outside of this period will not be accepted.

How to Enter: To enter the Giveaway, participants must complete the entry form on the Maker&Son website [form link]. Only one entry per person. Multiple entries from the same person will not be accepted. **Prize:** One winner will win the Giveaway prize, comprising of two tickets for admission to the Wealden Times Midsummer Fair, taking place June 6th to 8th, 2024 at Hole Park, Rolvenden, Cranbrook, Kent TN17 4JB. **Winner Selection and Notification:** One winner of the Giveaway will be selected at random from all eligible entries received. The draw will take place on Thursday, May 30th, 2024. The winner will be notified via email on Thursday 30th June. If the winner cannot be contacted or does not claim the prize within 4 days of notification, we reserve the right to withdraw the prize from the winner and pick a replacement winner on Monday June 3rd 2024. **Privacy Policy:** By entering the Giveaway, participants agree to the terms of the Maker&Son Privacy Policy, which can be found here. Participants consent to the collection, use, and disclosure of their personal information in accordance with the Privacy Policy and these Terms and Conditions. **General Terms:** The prize is non-transferable, and no cash or other alternatives will be offered. Maker&Son reserves the right to cancel or amend the Giveaway and these Terms and Conditions without notice. The decision of Maker&Son regarding any aspect of the Giveaway is final and binding, and no correspondence will be entered into. By participating in the Giveaway, participants agree to be bound by these Terms and Conditions. The Giveaway and these Terms and Conditions will be governed by UK law, and any disputes will be subject to the exclusive jurisdiction of the courts of England and Wales. In the event that the Wealden Times Midsummer Fair is postponed or cancelled, Maker&Son is not liable to provide any refund or replacement ticket. **Promoter:** The promoter of the Giveaway is Maker&Son, whose registered office is 49 Station Road, Polegate, East Sussex, England, BN26 6EA. By entering the Giveaway, participants indicate their agreement to be bound by these Terms and Conditions.

Loveseat Competition November 2023:

Competition Terms and Conditions

Win a Loveseat (For UK Residents Only).

Eligibility: The competition is open to residents of the United Kingdom aged 18 and above.

Entry Requirements: To enter the competition, participants must 1. Attend the Ideal Home Show Christmas,

2023 and 2. Complete a Maker & Son Loveseat competition form.

Each participant is allowed one entry. Multiple entries will be disqualified.

Competition Period: The competition begins on 22.11.23 and ends on 26.11.23.

Entries submitted after the specified end date will not be considered.

Prize: The prize consists of one Maker & Son Loveseat pillow type, fabric and colour will be chosen as Maker & Son UK’s discretion.

The prize is non-transferable, and no cash alternative will be offered.

The winner will be responsible for any additional costs associated with the prize, such as delivery and installation.

If the winner has a preference for a different loveseat other than that announced, a replacement may be chosen in discussion with Maker & Son UK.

A replacement loveseat can take up to 16 weeks to be delivered.

Winner Selection: The winner will be selected through a random draw conducted on Monday 27th November 2023.

The draw will be conducted fairly and without bias.

The winner will be notified via [email/phone] within seven days of the draw date.

If the winner cannot be contacted or does not claim the prize within 14 days, a new winner will be selected.

Publicity & Marketing: By entering the competition, participants agree to participate in any promotional activities related to the competition, including the use of their name and image for publicity purposes.

Data Protection: Personal information provided by participants will be used solely for the purpose of administering the competition and will not be shared with third parties.

Disqualification: The organisers reserve the right to disqualify any participant found to be in breach of these terms and conditions.

The organisers’ decision on all matters relating to the competition is final and binding.

Changes to the Competition: The organisers reserve the right to amend or cancel the competition at any time without prior notice.

Liability: The organisers are not responsible for any loss, damage, or injury incurred by participants in connection with the competition or the prize.

Participants enter the competition at their own risk.

Applicable Law: These terms and conditions are governed by the laws of the United Kingdom.

By entering the competition, participants indicate their agreement to be bound by these terms and conditions.

24. Small Items: Delivery and Returns

If you have any questions about this Policy or how to cancel or return an order, please get in touch with our Customer Service team.

We recognise that sometimes people change their mind but if you have simply decided that it’s not for you, just let

us know within 14 days. Provided the product is in perfect condition, with its original packaging, we will refund the cost of your item. Please note, we are unable to refund the original delivery or refund return cost to addresses outside of Mainland UK.

Simply contact us within 14 days of receiving your order, and we'll let you know how to return it or arrange for a collection. Once it gets back to us, we'll refund you.

Please refer to our standard refund policy below for full details, including information on items that cannot be returned. This does not affect your statutory rights.

Items Condition for Returns

All products must be returned in their original condition undamaged, unsoiled, unwashed, unaltered, or anything that Maker&Son Licences Ltd reasonably believes has been used before being returned will not be accepted and will be sent back to the customer.

Certain types of products may not be returned, including, without limitation: (i) any products that are bespoke or have otherwise been made to order; (ii) any items that are specified as being non-returnable at the point of purchase.

Maker&Son UK offers several ways to return your purchase:

Small Items Complimentary Returns within Mainland UK

If you wish to return your small item please contact our Customer Service Team to organise on 08008 085 408 (Monday – Friday 10:00 – 16:00), or via email newenquiries.uk@makerandson.com. to organise a return. You have up to 14 days to return an item. Please note items must be returned to us in their original condition and packaging. Small Items are defined by weight and are under 25 kilos.

Return Using Own Postage

If you're returning products through courier or mail, please make sure to fill out the returns slip and include it with the items you're returning. If we need to contact you regarding the return, we'll need your daytime phone number and email address.

1. Take your sealed box or bag containing the item(s) to be returned to your nearest Post Office or courier company.

2. Post your parcel to the below address:

Maker&Son Licences Ltd

Please contact us for a return post address. 8. Please retain the proof of postage.

As soon as your return has been processed, you will receive an email notification. This can take a few days after receiving your package at our warehouse; if you wish to double-check that your item has arrived, please utilise the tracking information supplied for your return option.

How Long Do I Have to Return an Item?

For online purchases, you have up to 14 days from receiving the item to return the goods, subject to our Returns Policy.

Refunds will be made back to your original payment method within 14 days of receiving the returned goods.

Delivery charges will not be refunded.

For showroom purchases, you have 14 days from the date of purchase to return the goods, subject to our Returns Policy.

Damaged or wrong item

Please notify us within 14 days if we've missed something or delivered you the wrong item. Also, if you can email us a few images of the damage or any other difficulties, that will be helpful.

Our team will investigate your complaint and advise you on returning the item or arranging for a collection at no cost to you.

We'll either give you a full refund or send you a replacement once the item is returned. If you discover a fault within 14 days after purchase, Please call us on 08008 085 408 (Monday – Friday 10:00 – 16:00) or email us at: customerservice.uk@makerandson.com to organise a return, exchange, or refund (as per our standard procedure).

Any postage on a faulty item will be refunded, and you will be paid for standard return postage. In addition, we can arrange for the faulty item to be collected free of charge within the Mainland UK if convenient for you.

If a fault develops outside of the 14-day return period, or the item is difficult to package and return, contact us using the above details before you return the item. We can discuss the fault with you and agree on the best way forward.

Please read any particular care instructions included with your purchase.

When returning a faulty item, please include proof of purchase. If you cannot show evidence of purchase, you will be offered an exchange or a gift card for the returned products in the amount of the lowest-selling price.

How much do returns cost?

If you're not happy with your purchase, you can return it to us in its original condition and packaging within 14 days for a full refund, excluding delivery fees.

You are responsible for covering the cost of returning items to us unless you have organised with Customer Service a courier service. Please note, once the item is received back at our warehouse, we'll give you a full postage refund if you return your whole order.

Returns Address:

Maker&Son Licences Ltd

49 Station Road, Polegate, East Sussex, England, BN26 6EA

FAQs

How long will it take to process my return?

Once our team has received your returned item, it can take up to five days to process your return. Returns are dealt with in the order in which they are received, so returns sent by Recorded Delivery may reach us more quickly but do not progress more quickly through the process. You will be notified via email as soon as your return has been processed. This can sometimes be a few days after we receive your parcel at our warehouse – if you

want to check that your order has been received, please use the tracking provided for your chosen return method. If you have sent your return via DHL, you can track it by downloading the DHL tracking service here.

Please remember it can take three to four days after we have processed a refund payment for it to appear on your credit card statement.

If you do not receive our email confirmation within 10 days of your order being received at the warehouse, please get in touch with us on 08008 085 408 (Monday – Friday 10:00 – 16:00) or email us at: customerservice.uk@makerandson.com so we can investigate.

Your legal right to cancel

This Returns Policy does not affect your statutory rights as a consumer, including, where applicable, your right to cancel an order placed on the Website within 14 days of receipt of your order and your rights in respect of faulty goods. For more information on your statutory rights, we recommend that you contact your local Citizens Advice Bureau or Trading Standards Office. If you would like to exercise your right of cancellation, you must inform us of this decision by a clear statement, including your name, address, contact details, and details of the order you wish to cancel. You can cancel your order by contacting us: 08008 085 408 (Monday – Friday 10:00 – 16:00), or via email newenquiries.uk@makerandson.com.

25. Promotions & Sales

25. Promotions & Sale

25.1. Fabric Promotion June 2024

25.1.1 Promotion Period:

The Fabric Promotion is valid from 6th June 2024. The promotional period will continue until fabric stock has been depleted. Any purchases made outside this period will not be eligible for discounts.

25.1.2 Eligibility:

This promotion is only open to purchases made in the UK. Discounts apply only to a second set of covers purchased in conjunction with full price living furniture. Living furniture is classified as Sofas, Chairs, Loveseats and Footstools from the Maker&Son range and excludes Beds, Footer Beds, Headboards and Valances.

If you are an existing customer and wish to purchase a new set of covers for an existing piece of furniture purchased prior to June 6th 2024, please get in touch with our sales team via customerservice.uk@makerandson.com to discuss how we can help.

25.1.3 Stock Availability:

Discounts are applicable only to fabrics that are in stock at the time of purchase. Please contact our sales team to verify fabric colours and quantities available.

25.1.4 Fabric-Specific Discounts:

10% Discount: Italian Linens (in Selenite and Sunstone colourways only)

15% Discount: Italian Linens (selected colours only, see list under Italian linen)

20% Discount: Brushed Cotton Linen (selected colours

only, see list under brushed cotton linen)

30% Discount: Velvet (selected colours only, see list under velvets)

40% Discount: Corduroy, Wool, and Selected Velvets (selected colours only, see list under corduroy, wool and selected velvets)

25.1.5 Exclusions:

The above discounts are not applicable to Out-of-Stock or Low-in-Stock fabrics. The following fabrics are excluded from the 15% Italian Linen discount:

Sunstone 100% Italian Linen

Selenite 100% Italian Linen

25.1.6 Fabric Inclusions:

Italian Linen at 15% Discount – The following fabrics are included in the promotion:

Berry Wool

Moss Wool

Storm Wool

Natural Italian Linen

Angelite Blue Italian Linen

Morion Grey Italian Linen

Graphite Grey Italian Linen

Granite Grey Italian Linen

Obsidian Dark Blue Italian Linen

Citrine Yellow Italian Linen

Sapphire Blue Italian Linen

Carnelian Yellow Italian Linen

Celestine Blue Italian Linen

Amazonite Blue Italian Linen

Howlite Orange Italian Linen

Ruby Red Italian Linen

Rose Quartz Pink Italian Linen

Bronzite Brown Italian Linen

Zinc Grey Italian Linen

Agate Yellow Italian Linen

Garnet Red Italian Linen

Serpentine Green Italian Linen

Brushed Cotton Linen at 20%

Discount – The following fabrics

are included in the promotion:

Thyme Brushed Cotton Linen

Wisteria Purple Brushed Linen

Cotton

Cornflower Blue Brushed Linen

Cotton

Meadow Green Brushed Linen

Cotton

Lupin Blue Brushed Linen Cotton

Barley Natural Brushed Linen

Cotton

Jasmine White Brushed Linen

Cotton

Aster Blue Brushed Linen Cotton

Velvet at 30% Discount – The

following fabrics are included in

the promotion:

Grains of Paradise Blue Cotton

Velvet

Indigo Spice Navy Cotton Velvet

Tarragon Green Cotton Velvet

Sumac Red Cotton Velvet

Paprika Orange Cotton Velvet

Sea Salt Grey Cotton Velvet

Pink Peppercorn Cotton Velvet

Corduroy, Wool, and Selected

Velvets at 40% Discount – The

following fabrics are included in

the promotion:

Burnt Orange Cotton Corduroy

Peacock Blue Cotton Corduroy

Pigeon Grey Cotton Corduroy

Mallard Cotton Corduroy

Oyster Grey Cotton Corduroy

Chalk White Cotton Corduroy

Fern Green Cotton Corduroy

Rose Pink Cotton Corduroy

English Mustard Yellow Cotton

Corduroy

Cumin Yellow Cotton Velvet

Plaster Pink Cotton Velvet

Cinnamon Cotton Velvet

Gold Cotton Velvet

Peppercorn Grey Cotton Velvet

Autumn Cotton Velvet

Alaskan Blue Cotton Velvet

River Wool

Sea Mist Wool

Wheat Wool

25.1.7 Purchasing and Returns:

Non-Transferable: Discounts are non-transferable and cannot be combined with any other offers, promotions, or discounts.

Returns and Exchanges: Maker&Son cannot accept returns on bespoke covers. An exchange may be possible depending on suitability for resale and is at the total discretion of Maker&Son. Please contact us if you have any questions about your order.

Order Changes: Any changes to orders after they have

been placed may affect eligibility for discounts.

By making a purchase as part of this promotion, you agree to these terms and conditions. For any further details or assistance, feel free to reach out to our customer service team.

25.1.8 Additional Information:

Contact Information: For enquiries regarding fabric availability, colours, quantities, or any other questions, please contact our sales team at newenquiries.uk@maker-andson.com.

25.1.9 Modification of Terms:

Maker&Son reserves the right to modify these terms and conditions at any time without prior notice.

25.2 Summer Sale promotion August 2024

25.2.1 Promotion Period:

The Summer Sale promotion is valid from 1st August 2024 until 31st August 2024 or as soon as production slots are full. Any purchases made outside this period will not be eligible for discounts.

25.2.2 Eligibility:

This 15% Summer Sale promotion is only open to UK customers when orders are placed with a payment in full or deposit in August 2024.

Discounts apply only to living furniture in our standard made-to-order sizes.

Living furniture is classified as Sofas, Chairs, Loveseats and Footstools from the Maker&Son range and excludes any Bespoke sizes and furniture, Beds, Footer Beds, Headboards and Valances.

25.2.3 Purchasing:

Discounts are non-transferable and cannot be combined with any other offers, promotions, or discounts (incl. Trade discount). No cash alternative.

Any changes made to orders after they have been placed may affect eligibility for discounts.

By making a purchase as part of this promotion, you agree to these terms and conditions. For any further details or assistance, feel free to reach out to our customer service team.

Processes and production are as per our current lead time.

Summer Sale promotion does not apply to delivery charges. Any refunds will take into account the discount applied as part of the promotion.

Maker&Son reserves the right to decline to accept orders where, in our reasonable opinion, a promotion code or discount is invalid for the order being placed or is the subject of fraudulent activity.

25.2.4 Additional Information:

Contact Information: For enquiries regarding fabric availability, colours, quantities, or any other questions, please contact our sales team at newenquiries.uk@maker-andson.com.

These Terms and Conditions shall be governed by and construed in accordance with English law and any dispute arising out of or in connection with this Agreement shall be subject to the exclusive jurisdiction of the English

Courts.

Maker&Son reserves the right to change these terms and conditions or withdraw a promotion at any time without notice.