



wren
LIVING

ALL YOU NEED TO KNOW ABOUT
YOUR NEW WREN PURCHASE

THE 
WREN
WAY



YOUR NEW FURNITURE

Thank you for choosing Wren Living.


Our mission is to make luxury affordable for everyone.

We're delighted you've found something perfect for your home. But your purchase is just the beginning. We want to make sure your relationship with us is easy and enjoyable, and that the pleasure you get from your new furniture continues for many years to come.

With that in mind we put together this booklet for you. It explains in detail the delivery process, and provides information about your furniture and how to care for it. It also shows you what to do if you are not happy with your purchase for any reason.

Please don't worry, we offer a seven-day no-quibble return policy. If you have a question we haven't answered here, don't hesitate to get in touch.

Our Customer Service team is based at The Nest, our head office in North Lincolnshire, and they will be happy to help you.

 Customer Service team
0845 127 7008

 email us
furniture support@wrenliving.com

Once again, thank you for shopping with Wren Living.



CONTENTS

THE DELIVERY PROCESS	4	CARING FOR YOUR FURNITURE	
		Hardwood	7
SETTING UP FOR LIFE	5	Glass and Mirrored	8
General information about your furniture		RETURNS & WARRANTY	9
CHARACTERISTICS OF HARDWOOD FURNITURE	6	THE WREN WAY OF LIVING	10 - 11
		THE SMALL PRINT Terms & Conditions	12 - 15

THE DELIVERY PROCESS

We want to make sure your new furniture arrives with you swiftly and safely. Before it arrives, there are a few things you can do to help us, if that's ok.

YOUR DELIVERY DATE

Your delivery date is on your receipt, but in case you can't put your hands on that, we'll email and text you to confirm. If you need to change it, get in touch as soon as possible. Provided your order hasn't been dispatched, we'll be happy to rearrange. On the day before your delivery, we'll text to remind you and confirm that everything is ok.

TRICKY SPACES

Our Wren-certified delivery teams are experts at getting awkward objects into unlikely places! But you can help by measuring spaces like small doorways and hallways and comparing them with the measurements of your new furniture. It's best to check as soon as possible after placing your order. Let us know if you think an item won't fit.

SPLIT THE DIFFERENCE

We split up large items like wardrobes into several boxes to make them easier to deliver. This will mean some assembly is needed, but it will be very straightforward for you.

ON THE ROAD

If you think it will be difficult for our lorry to park or get to your house, let us know. We'll

find a way round it if we know in advance. To be sure, here's an easy test: if your local council's refuse lorry can reach your property, then it's likely that we can too. Please also let us know if you live in a flat or apartment above the ground floor.

ANYONE HOME?

We can only deliver furniture if there's someone there to sign for it. They need to be over 16 years old. If there's no one in to take the delivery we will have to charge £50 to restock it and £35 to redeliver it.

COVER UP

We'll carry your furniture into whichever room you'd like. It's a good idea to put a cover over your flooring as some of the boxes may have picked up dust on their journey. Precious valuables like art or ornaments are better off stored away - just in case!

MISSING PIECES

We do everything we can to make sure your furniture is delivered correctly. But please compare your delivery note, invoice and items that have arrived to make sure you have everything.



SETTING UP FOR LIFE

Once your new furniture is safely in your home, you can start unwrapping and setting up. Everything should be fine, but if any boxes have picked up a bump on the way, please take a picture before you unpack it. Once you've opened the boxes, make sure everything is as you'd like it to be.

GETTING IT TOGETHER

We believe in luxury for less - and that includes making less work for you as well. We assemble as much of your furniture as we can, so that you don't have to. However, sometimes we can't build things before we deliver them as there's a risk they will get damaged on the way to your home. If there is any assembly for you to do, we've made sure it's as easy as possible.

RED TAPE AND STRING

To make them easy to find, we've attached any hardware, like screws or bolts, to the end of a piece of red tape or string that is inside your packaging.

STRENGTH AND STABILITY

We recommend that tall furniture, particularly wardrobes, are fastened to the wall. This will help keep doors even and will make sure they don't topple forward. Before securing the furniture to your wall, check that all the legs are firmly on the floor and any doors are lined up.

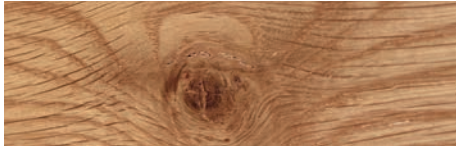
DOUBLE CHECK

Before you start screwing things together, please note that we cannot take returns of any furniture once it has been assembled. This includes screwing on handles and legs - so make sure you check everything first.

CHARACTERISTICS OF HARDWOOD

Each piece of timber we use in our hardwood furniture is unlike any other.

This makes each piece of furniture unique, with its own individual characteristics. These are some of the features that will make your piece one of a kind.



KNOTS

Knots appear where branches once existed. They come in all shapes and sizes, and can be some of the most distinctive and best-loved parts of your furniture.



GRAINING

Each tree has a unique grain pattern, just like each person has an individual fingerprint. Older trees usually have larger, thicker patterns.



WOOD RAYS

Wood rays are ribbon-like lines that flow at right angles to the growth rings of the wood.



SAP MARKS

Sapping is a natural process and any marks it leaves behind will add character.



EXPANSION GAPS

All hardwood furniture is sensitive to the environment around it, and will grow or shrink as it gets colder, warmer, or more humid. To make sure this process doesn't damage your piece, we've added expansion gaps into the design that will prevent cracking or bulging.



MADE BY HAND

Each piece of your furniture will be slightly different, as much of it is crafted by hand.

CARING FOR YOUR FURNITURE HARDWOOD



All our hardwood furniture is expertly crafted and designed to last you a lifetime.

To help make sure it does, you can take these simple steps to care for your furniture.

WAX LYRICAL

Hardwood furniture will dry out over time. To help prevent this, we recommend waxing your furniture twice a year. From our experience, we've found that British Heritage Wax is the best product to use. It's toluene free, so you don't have to worry about harmful chemicals. You can buy it from all Wren Living stores.

BLOWING HOT AND COLD

It's best to keep your furniture away from heating vents, radiators or air conditioning units. Rapid changes in temperature can cause the wood to split. If you can, it's also better to keep your new furniture out of direct sunlight.

POWER DOWN

Avoid using power tools when assembling your furniture, as it can lead to splitting. It might take a bit longer to work with hand tools, but it is much better for the furniture.



CARING FOR YOUR FURNITURE GLASS & MIRRORED

Glass and mirrored furniture gives a modern, clean feel. It's a fantastic way to increase the sense of space.

SPECIAL PACKAGE

To achieve a delicate, pristine finish, we use non-toughened glass in this type of furniture. We're sure you appreciate that it's vital to be careful with the boxes when it arrives! It's best if they can be kept flat on the floor, with nothing on top of them.

HANDLES WITH CARE

Glass and mirrored furniture is particularly susceptible to cracking when you are screwing the handles on, so please be careful. Screw the handles by hand, not with a screw driver, screwing from the rubber side only. There's an instruction sheet included - follow what it says to avoid breaking the glass.

SPARKLE AND SHINE

It's easy to care for your furniture and keep it looking as good as the day it arrived. Cleaning regularly with a wet sponge or microfibre cloth will give a brilliant shine. Kitchen roll won't work so well, as it can leave streaks and lint-like flecks on the surface.

LIFTING TO MOVE

Always lift your furniture when you need to move it - don't drag it. Protecting the joints will keep the piece in good shape.

SAFE DISTANCE

This sort of furniture is more fragile than wood, so avoid placing it where it can easily be knocked, like behind doors.



RETURNS & WARRANTY

Because we want you to feel confident in your purchase, we won't disappear once the boxes are unpacked. We're here for you now, and in the future.

CHANGING YOUR MIND

We all change our minds sometimes. If you do, and decide to cancel your order, just get in touch with our Customer Service team as soon as you can. As long as your order has not been dispatched, we'll be happy to give you a full refund.

SEVEN-DAY RETURNS POLICY

We want you to be delighted with your new furniture, but if you're not, you can return the product within seven days for any reason whatsoever.

All that we ask is that the product has not been used, it is in its original packaging and that you have not made any attempt to assemble the product (including fastening handles onto the products). The only cost to you is a small collection fee, currently £35.

For hygiene reasons, mattresses can only be returned if the plastic packaging is unopened.

12 MONTHS PEACE OF MIND

We want you to feel confident about the purchase of your new furniture. That's why we have a 12 month guarantee in case anything goes wrong.

We have a few exceptions, which we've included here, but if you have any queries just get in touch. We'll be happy to talk through your specific situation.

Our warranty policy does not include:

- Ordinary wear and tear
- Wilful damage, negligence, abnormal and inappropriate storage or working conditions by you or others using the item
- Using the item in a way that goes against the instructions in the user manual
- Any alteration or repair by you
- Any specification by you.

You can read our full terms and conditions on pages 12-15.



Kitchen shown
- Linda Barker collection



If you love
your new Wren Living furniture...

...then why stop there? There's a whole Wren way of living that you could be enjoying. That's even more luxury in your home for less. Treat yourself - you deserve it!

To see all our ranges visit wrenliving.com

Kitchens, bedrooms, beds & mattresses, lounge & dining furniture and the Linda Barker collection exclusive to Wren Living.





THE SMALL PRINT

Wren Living is one of the fastest growing companies in the UK, and we are specialists in the manufacture and retail of high quality kitchens, bedrooms and household furniture. We operate from our own factories covering approximately 1,500,000 sq ft in East Yorkshire and North Lincolnshire.

A private, family-owned and run business, our success is based upon providing great quality products at exceptional value.

Because we control the entire supply chain it is highly unlikely that you will experience any issues with your product. But if you do, we employ our own customer service advisors (we don't

outsource to a third party call centre) and they will be able to help resolve any problems.

To minimise the chances of having any issues we do ask that you pay particular attention to our full terms and conditions included below, the customer charter on the back of your invoice and to the matters highlighted within this booklet.

WREN LIVING LIMITED - FURNITURE TERMS AND CONDITIONS

Congratulations on your decision to purchase a high quality piece of furniture from Wren Living. The terms below apply to any order made in a Wren showroom and you should ensure that you are happy with them before proceeding.

1. Your Order

- 1.1 We shall give you a unique number when you place your order. Please quote this number in all subsequent correspondence with us.
- 1.2 You may make a change to your order so long as this is within 3 calendar days of placing your order. If you are unhappy with the order or any of these terms and conditions, you can choose to cancel in accordance with clause 4.1.

2. About our Products

- 2.1 Our website, catalogue and brochure are solely for the promotion of our products in mainland Great Britain.
- 2.2 The images of the products on our website, or in any marketing material (for example any catalogue or brochure) have been taken by us in our in house studio. Whilst we make every effort to ensure that they accurately reflect the colour and finish of the products, minor variations can occur when reproducing these images. For this reason all of our customers benefit from a 7 day "no quibble" right to return policy further described at clause 5.
- 2.3 Although we have made every effort to be as accurate as possible, our products are handmade and therefore all sizes, weights, capacities, dimensions and measurements, wherever displayed, are approximate.

- 2.4 The appearance of products made from natural products such as wood and leather will inevitably vary slightly from piece to piece, these products will also mellow with age and exposure to sunlight, this is entirely normal and adds to the character of the product. Natural timber contains flaws such as knots (where a branch has been growing out from the tree) these are the features that make each product unique. Depending on the design of the product a certain element of distressing or wood filling may be necessary to ensure the end product meets that design.

3. Delivery

- 3.1 We will agree a delivery date with you at the time of your order. Occasionally our delivery to you may be affected by an event outside our control. See clause 9 for our responsibilities when this happens.
- 3.2 Delivery of an order shall be completed when we deliver the products to the address you gave us. Unfortunately we do not deliver to addresses outside mainland Great Britain.
- 3.3 You must provide us with the correct address to enable us to deliver the products. Our delivery team require safe access from the public highway to the place of delivery. If our delivery team feel that there is no safe means of access to your property and that either their own safety or that of a third party would be put at risk, they will return the product to our warehouse and it will be treated as a failed delivery and subject to a restocking and redelivery fee.
- 3.4 Whilst our delivery teams are highly trained and will take reasonable care, it is your responsibility to ensure that the route of access into the property is clear from valuables (including but not limited to paintings and ornaments). We will not be responsible for any damage caused if you fail to remove such valuables.
- 3.5 Please note that whilst we will deliver your order to the room of your choice, you must notify us if you live in a flat or apartment which is more than one storey high. This may require special equipment. If we have not been made aware of this and we are unable to deliver your product then it will be treated as a failed delivery and subject to a restocking and redelivery fee.
- 3.6 If no one is available at your address to take delivery, we will leave you a note that the products have been returned to our premises, in which case, please contact us to rearrange delivery.
- 3.7 Standard delivery is free of charge for the first attempt, however if we are unable to deliver, either because there is no-one available at the property to receive the products or there is no safe means of access then we will charge a restocking fee of £50 plus a delivery fee of £35 to redeliver the products.
- 3.8 If we are not able to deliver the whole of the order at one time due to operational reasons or shortage of stock, we will deliver the order in instalments. We will not charge you extra delivery costs for this. However, if you ask us to deliver the order in instalments, we may charge you extra delivery costs. Each instalment shall constitute a separate contract governed by these terms. If we are late delivering an instalment or one instalment is faulty, that will not entitle you to cancel any other instalment.
- 3.9 The products will be your responsibility from the completion of delivery.

4. Cancellations and Amendments

- 4.1 Before the products are delivered, you have the following rights to cancel an order for products, including where you choose to cancel because we are affected by an event outside our control or we change our terms and conditions under clause 10.1 and you are unhappy with the amendments we have made:
 - 4.1.1 You may cancel any order for products within 3 calendar days of placing an order by contacting us.
 - 4.1.2 If you cancel an order under clause 4.1.1 and you have made any payment in advance for products that have not been delivered to you, we will refund these amounts to you.
 - 4.1.3 Unfortunately, if you cancel an order for products under clause 4.1.1 and we have already despatched your products to you, we will not be able to cancel your order until it is delivered. In this case, if you return the products to us, we will have to charge you the cost of collection or you will have to pay the cost of returning the products back to us. This will not affect your refund for the products, but any charge for collection will be deducted from the refund that is due to you.
- 4.2 If we have to cancel an order for products before the products are delivered:
 - 4.2.1 We may have to cancel an order before the products are delivered, due to an event outside our control or the unavailability of stock. We will promptly contact you if this happens.
 - 4.2.2 If we have to cancel an order under clause 4.2.1 and you have made any payment in advance for products that have not been delivered to you, we will refund these amounts to you.

5. 7 Day Money Back Guarantee

- 5.1 If, within 7 calendar days of receipt of the products, you are unhappy with them for any reason whatsoever, they may be returned to us. All that we require is that the products are unused and you return them with their original packaging and that you pay the cost of collection (currently £35). Upon receipt of the products back into our warehouse we will refund you the price you paid for the products.
- 5.2 Please note that products will be considered used and ineligible for the money back guarantee if they have been assembled or part assembled and this includes attaching handles. It is important that you unpack the products immediately upon receipt and check that you are happy with the colour, finish and quality of the product before you commence assembly.

6. Prices and Payment

- 6.1 The price of the products will be set out in our price list in force at the time we confirm your order. Our prices may change at any time, but price changes will not affect orders that we have confirmed with you.
- 6.2 Our prices include VAT. However, if the rate of VAT changes between the date of the order and the date of delivery or performance, we will adjust the rate of VAT that you pay, unless you have already paid for the products in full before the change in the rate of VAT takes effect.
- 6.3 Our prices for the products include the cost of standard delivery. If you request special or express delivery then the cost will be added to the total amount due and separately identified on your invoice.
- 6.4 Whilst highly unlikely, it is always possible that some of the products we sell may be incorrectly priced. We will normally check prices as part of our despatch procedures so that, where the products' correct price is less than our stated price, we will charge the lower amount when dispatching the products to you. If the products' correct price is higher than the price stated on our site, we will contact you to tell you and ask for your instructions. If the pricing error is obvious and unmistakable and could have reasonably been recognised by you as a mispricing, we do not have to provide the products to you at the incorrect (lower) price.
- 6.5 Where we are providing products to you, you must make payment for the products in advance by credit or debit card.

7. Guarantee and Post Delivery

- 7.1 We guarantee that on delivery and for a period of 12 months from delivery, the products shall be free from material defects. However, this guarantee does not apply in the circumstances described in clause 7.2.
- 7.2 This guarantee does not apply to any defect in the products arising from:
- 7.2.1 fair wear and tear;
 - 7.2.2 wilful damage, abnormal storage or working conditions, accident, negligence by you or by any third party;
 - 7.2.3 if you fail to use the products in accordance with the user instructions;
 - 7.2.4 any alteration or repair by you or by a third party who is not one of our authorised repairers; and
 - 7.2.5 any specification provided by you.

8. Our Liability

- 8.1 If we fail to comply with these terms, we are responsible for loss or damage you suffer that is a foreseeable result of our breach of the terms or our negligence, but we are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if they were an obvious consequence of our breach or if they were contemplated by you and us at the time we entered into this contract.
- 8.2 When delivering the products to your property, we will make good any damage to your property caused by us in the course of delivery. However, we are not responsible for the cost of repairing any pre-existing faults or damage to your property that we discover in the course of delivery by us, nor are we responsible for any damage to paintings, furnishings, ornaments or any other moveable fittings which could have been removed from the access route prior to delivery.
- 8.3 We only supply the products for domestic and private use. You agree not to use the products for any commercial, business or re-sale purpose, and we have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.
- 8.4 We do not exclude or limit in any way our liability for:
- 8.4.1 death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors;

- 8.4.2 fraud or fraudulent misrepresentation;
- 8.4.3 breach of the terms implied by section 12 of the Sale of Goods Act 1979 (title and quiet possession);
- 8.4.4 breach of the terms implied by sections 13, 14 and 15 of the Sale of Goods Act 1979 (description, satisfactory quality, fitness for purpose and samples); and
- 8.4.5 defective products under the Consumer Protection Act 1987.

9. Events Outside of our Control

- 9.1 We will not be liable or responsible for any failure to perform, or delay in performance of, any of our obligations under these terms that is caused by an event outside our control.
- 9.2 An event outside our control means any act or event beyond our reasonable control, including without limitation strikes, lock-outs or other industrial action by third parties, civil commotion, riot, invasion, terrorist attack or threat of terrorist attack, war (whether declared or not) or threat or preparation for war, fire, explosion, storm, flood, earthquake, subsidence, epidemic or other natural disaster, or failure of public or private telecommunications networks.
- 9.3 If an event outside our control takes place that affects the performance of our obligations under these terms:
- 9.3.1 We will contact you as soon as reasonably possible to notify you; and
 - 9.3.2 Our obligations under these terms will be suspended and the time for performance of our obligations will be extended for the duration of the event outside our control. Where the event outside our control affects our delivery of products to you, we will arrange a new delivery date with you after the event outside our control is over.
- 9.4 You may cancel the contract if an event outside our control takes place and you no longer wish us to provide the products. Please see your cancellation rights under clause 4. We will only cancel the contract if the event outside our control continues for longer than 12 weeks.

10. Other Terms

- 10.1 We may need to revise these terms from time to time but if we do then we will give you at least one month's written notice of any changes before they take effect. If you have any concerns regarding the changes you can contact our customer service team for an explanation or you can choose to cancel the contract in accordance with clause 4.
- 10.2 If you have any questions or if you have any complaints, please contact us. You can contact us by telephoning our customer service team at 0845 127 7008 or by e-mailing us at furniture.support@wrenliving.com.
- 10.3 If you wish to contact us in writing, or if any clause in these terms requires you to give us notice in writing (for example, to cancel the contract), you can send this to us by e-mail, by hand, or by pre-paid post to Wren Living Limited, The Nest, Falkland Way, Barton-upon-Humber DN18 5RX AND/OR furniture.support@wrenliving.com. We will confirm receipt of this by contacting you in writing. If we have to contact you or give you notice in writing, we will do so by e-mail, by hand, or by pre-paid post to the address you provide to us in the order.
- 10.4 We will use the personal information you provide to us to:
- 10.4.1 provide the products;
 - 10.4.2 process your payment for such products; and
 - 10.4.3 inform you about similar products or services that we provide, but you may stop receiving these at any time by contacting us.
- 10.5 We will not give your personal data to any other third party.
- 10.6 We may transfer our rights and obligations under these terms to another organisation, and we will always notify you in writing if this happens, but this will not affect your rights or our obligations under these terms.
- 10.7 This contract is between you and us. No other person shall have any rights to enforce any of its terms.
- 10.8 Each of the paragraphs of these terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.
- 10.9 If we fail to insist that you perform any of your obligations under these terms, or if we do not enforce our rights against you, or if we delay in doing so, that will not mean that we have waived our rights against you and will not mean that you do not have to comply with those obligations. If we do waive a default by you, we will only do so in writing, and that will not mean that we will automatically waive any later default by you.
- 10.10 These terms are governed by English law. You and we both agree to submit to the non-exclusive jurisdiction of the English courts.



BUY ONLINE

wrenliving.com



BUY IN STORE

Stores nationwide



FREE DELIVERY

To mainland Britain



0845 127 7008

Customer Service team

wrenliving.com



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