

Furniture order checklist

The summer is the busiest time of year for school furniture orders. We're doing everything we can to help but you can assist by completing this checklist before placing your furniture order:

Before you order

Double check your order:

- ☐ Height
- ☐ Size
- ☐ Colour
- ☐ Quantity
- ☐ Other features
- ☐ Products are made to order to your specifications and so **suppliers will charge** if you've made mistakes that they need to rectify. This can cause further delays.
- ☐ Provide us with a **site contact and mobile phone number** allowing us to resolve any queries quickly and keep you up-to-date.
- ☐ If colour match is important to you we can usually provide sample swatches for you to compare. Please contact our Customer Services team to arrange this on 0116 265 7901, to ensure that you are happy with the final outcome when it arrives.

Beat the rush

- ☐ Order your furniture in May to get ahead of the peak which occurs in June/July. During this time **lead and delivery times can be extended by several weeks.**
- ☐ Accept a summer holiday delivery date. This can significantly reduce your lead times during peak periods. To arrange this please state it on your order and provide the following information when placing your order:
- ☐ Inform us what dates your establishment will be open.
- ☐ Supply a contact name, mobile number and email address for the person who will be accepting the delivery.
- ☐ **Never** get rid of your old furniture before the new furniture has arrived and been checked.

On arrival

- ☐ Check your order straight away. **Manufacturers will only accept returns within 48 hours of delivery.**
- ☐ Make sure you have enough staff and space available to accept your delivery. Furniture orders are **delivered to the nearest point undercover**, so you will need staff available to move it to its required location.
- ☐ If you receive only part of your order, please be flexible and patient. Your orders may arrive from multiple suppliers leading to separate deliveries.