

# ORWOOD

## MOBILITY MANUFACTURING

*Admin Office (not open to public):*  
56 Coneygreys Spinney, Flintham, Nottinghamshire NG23 5LN - Tel: 01636 525164

***www.orwood.co.uk e-mail: sales@orwood.co.uk VAT No: 678870078***

*Proprietor: Oliver R. Wood LLB*

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### **Sale of Bed Lever / Side Grab Rail** **Statement on Distance Selling Regulations (Feb 2017)**

A note on buying goods by internet, phone & mail order – ‘distance contracts’; Statement to prospective customers in compliance with the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

Without prejudice to your statutory rights:

When you order BED LEVERS / SIDE GRAB RAILS from ORWOODS (ORWOOD MOBILITY MANUFACTURING of 56 Coneygreys Spinney, Flintham, Nottinghamshire NG23 5LN [admin@orwood.co.uk](mailto:admin@orwood.co.uk)):

- ORWOODS are required by law to supply you with goods that are in conformity with the contract (ie not faulty);
- Prices quoted include delivery to your specified customer address (UK mainland only – contact us for other requirements);
- ORWOODS will use its best endeavours to deliver your order as promptly as possible, but 28 days should be allowed for delivery; ORWOODS reserve the right to withdraw from any contract should items become unavailable for any reason, in which case full refund will be made to you of any sums paid;
- You have the right to cancel the contract at any time before the expiry of 14 days after the day on which goods ordered by you have been delivered to you (or to anyone who has, with your authority, accepted possession of the goods on your behalf);
- Cancellation must be communicated clearly by you to ORWOODS either in writing or e-mail, or by any other reasonable method;
- If you cancel the contract, then you will be refunded the whole contract sum, this being the amount you paid for the goods. If cancellation takes place before goods have been despatched to you, refund will be made within 14 working days. If at the time of cancellation goods have already been sent out to you, or are already in your possession, you must return the goods before the expiry of 14 days after you have communicated your cancellation of the contract, and refund will be made within 14 working days after you have returned such goods to ORWOODS. In order for a refund to be made, you must return the unwanted goods in complete undamaged and unblemished, saleable condition; you are to meet all costs of returning the goods, and all risks relating to the goods while in your possession and during return transit are borne by you until they are delivered back to ORWOODS.

**ORWOODS are not difficult people to deal with! We really do *care* about our clients!**  
**- if you have any queries, please do not hesitate to contact us**



*ORWOODS are specialist makers of electrically operated profiling & height-adjustable beds & related accessories*  
*Oliver Wood is a personal Member of BackCare (National Back Pain Association); & The National Back Exchange*