

Harvey Norman[®]



**ELECTRICAL
TERMS
& CONDITIONS**

EVERYTHING
you
NEED TO KNOW
about your
PURCHASE



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ESSENTIAL CHECKS BEFORE ORDERING

It is the customer's responsibility to ensure that the electrical items that have been ordered will fit into the room for which they are intended, that they will fit through all access points to the room and that there is sufficient access for a large delivery truck to reach the delivery address, as fees for redelivery or cancellation will apply.

PAYMENT

A minimum deposit of 20% is payable on placing your order. A greater deposit will be required for all special orders. Full payment must be received before delivery/collection of goods. Errors in pricing are subject to correction with your approval. If you do not approve, Harvey Norman reserves the right to cancel the sale. Please confirm the prices at point of purchase.

CANCELLATIONS

Cancellations are accepted within 48 hours of order. Cancellations after 48 hours may result in the loss of deposit. Cancellations are not permitted on special orders, where an item has been ordered to your exact specifications or on any non-standard combination orders.

AVAILABILITY

All of our product ranges are updated regularly and therefore, we cannot guarantee continuity of supply. We recommend that customers purchase all of their requirements at once. We cannot accept responsibility for any subsequent changes in design style or specification of the chosen product range.

LEAD TIMES

As all of our products are subject to availability from our suppliers, we can only give general guidance or an approximate lead time at the time you place your order. Stock due dates are not guaranteed but we will do our utmost to ensure products are delivered by the stated date or within a reasonable period thereafter. We cannot therefore accept any liability for any delay or failure to deliver that is beyond our reasonable control.





DELIVERY ACCESS

The delivery crew will not attempt delivery if there are health and safety issues or where damage to your home may result. They will not remove doors or windows. Road access to the delivery address must be suitable and adequate for the delivery vehicle so that unloading can be carried out conveniently without obstruction or damage. All doorways, hallways, elevators, and points of access in your property must be measured by the customer to ensure that they are adequate for the size of the goods being delivered. If the delivery team have difficulty placing an item in the area of your choosing due to limitations such as narrow halls, stairways, corners or ceiling heights, the items will be placed in another area of your home. If you insist that the delivery team manoeuvre an item in a difficult situation, you will be responsible for any resulting damages to the product and the premises. Prior to delivery, please ensure that all access routes, flooring and door frames are protected. Harvey Norman will not accept responsibility for any damage caused where floor covering protection was not used. When delivering larger items such as fridge freezers, you may need to remove internal doors to ensure safe access.

STORAGE

Items that are in stock and/or are ready for delivery will be held in storage for a maximum period of 4 weeks. Storage fees will apply after this period.

DELIVERY SERVICE

We offer a delivery service on all items. A delivery charge applies to all home deliveries. Harvey Norman engages the use of independent transport companies for all deliveries and the service is carried out by a trained one or two man crew. Small electrical items are delivered by DPD. Any claims relating to personal property, damaged products, or products that are soiled during the course of delivery should be reported directly to the Harvey Norman Customer Assist Team on 01 8971520 within 24 hours. All claims will be forwarded to the transport company for review.

DELIVERY TIME

Although we are unable to give a specific time of day for deliveries, we will try to accommodate all customers where possible. The delivery company will contact you to schedule your delivery on a given day and the driver will contact you on the day of the delivery to confirm a suitable timeframe. In the event that a scheduled delivery is cancelled by you or a redelivery must take place, a fee will apply.



INSTALLATION

Our installation service is an additional service that can only be purchased with a delivery service. Our teams will do their best to find a time to suit you. If you are getting a new home appliance delivered, we will take your old one back to be recycled under the Waste Electrical and Electronic Equipment Recycling scheme. However, you must ensure your old appliance is disconnected, clean and ready for the driver at the time of delivery. Currently, we do not offer installation of gas appliances. In order to ensure our installers are working in a safe environment, within the remit of the service and are able to provide you with the best installation service possible, a site assessment will be carried out. This will be done prior to the installation being completed. If our installers, for any reason, deem the installation unsafe or outside of their remit, the work will not commence. Refunds will be given in cases where we are not able to complete your installation due to any failings caused by our actions or non-action. If the installation cannot be completed due to any issue outside of our control, you will not receive any refund. We currently install appliances on a like for like basis where the new appliance fits into the space in the worktop left by the previous appliance. We will install your new appliance in any position that you choose as long as the services (power, water, waste, etc.) are already in situ. We do not plumb or cable new lines to the new location.

REGISTERED GAS INSTALLER (RGI)

It is a legal requirement that any work carried out on a domestic gas installation must only be carried out by a Registered Gas Installer (RGI). In the event your appliance experiences a fault within the warranty period and a service call is required, you will be asked for the RGI certificate as proof of installation. If you do not have this certificate no service call will be carried out.

WASTE ELECTRICAL AND ELECTRONIC EQUIPMENT RECYCLING (WEEE)

If you are getting a new home appliance delivered, we'll take your old one back to be recycled. Please ensure your old appliance is disconnected, clean and ready for the driver at the time of delivery.

Small appliances are delivered to you by DPD but we can still arrange to have your old appliance recycled free of charge. Simply bring it back to any Harvey Norman store and we will ensure that it is disposed of in an environmentally friendly manner.

COLLECTION

All items must be paid in full prior to collection. Customers must have a copy of the original sales invoice and present this at the Warehouse Collection Point as proof of purchase. Please consider the dimensions, size and suitability of the vehicle that is being used to collect goods. If items cannot be loaded safely or without damage into the pickup vehicle, our warehouse teams may politely refuse to do so. For goods collected for pickup, transport will be entirely at the risk of the customer. Please inspect all of your new products at the time of pick-up. If there are any items that do not meet your approval, please inform the warehouse immediately.

RETURNS POLICY

If you're unhappy with your purchase, please let us know. Unless faulty, this must be within **14 days** and you should return it to us, preferably to the original store of purchase. If the unwanted item is returned **as sold** and is accompanied by the original receipt within a **14 day period**, we can refund you in full by the original payment method, or offer you an exchange, or offer you a Harvey Norman gift card to the same value. If the original purchase was made with a credit/debit card, that card must be physically present and available when the refund is made. Refunds will be refused for items returned without an original receipt. We reserve the right to refuse a return under this policy and if the goods are not in a re-saleable, as sold condition. As sold condition means that the goods are unopened, in their original packaging with all documentation, and the item and its packaging are undamaged and unused. We do not offer refunds or exchanges on **clearance/ex-display/sold-as-seen** items. If any promotional items included in the original sale are not returned, the corresponding value or discount of the promotional items will be deducted from the refund amount. If items have been removed from packaging the product may be returned at the manager's discretion, however a restocking fee of 20% may be applied.

REFUND POLICY EXCLUSIONS

We are unable to offer a refund or an exchange under this policy on the following items: large domestic appliances, kitchen appliances where installation has already begun, personal hygiene products & headphones. In addition, any technology, Apple products, software DVDs, and CDs purchased with a tamper proof seal cannot be returned once this seal is broken. All technology products are covered for faults by our guarantee. The guarantee excludes faults caused by accident, physical damage, neglect, misuse, wear and tear or failure to follow the instructions. We cannot refund your purchase if the goods were ordered to your specification, or if the goods are not a stock item. Finally, please note that you will be responsible for all transport costs when returning an item to a store or warehouse. This policy does not affect your legal rights.

DAMAGED/FAULTY GOODS

All goods must be inspected on receipt of delivery/collection and any damage i.e. scratches, tears, dents etc. must be reported immediately to Harvey Norman. For all large appliances such as washing machines, fridges etc. please contact the Harvey Norman Customer Assist Team on 01 8971520. All small appliances such as hair dryers, microwaves etc. should be returned to the store of purchase.

Harvey Norman is unable to accept reports of damage upon delivery after 3 days so it is critical that you unpack and inspect your goods within this timeframe.

Harvey Norman reserve the right to inspect any damage reported before a repair/return is agreed. In some instances, to professionally repair an item Harvey Norman may need to remove the item from your home to a repair workshop.

QUALITY CONTROL

Electrical goods sold by Harvey Norman are from reputable factories and companies with very high levels of quality control, however faults do occasionally occur. In most cases, faults are of minor nature and can be resolved in the home by a professional electrical technician. If the issue is not corrected back to the manufacturer's standards, we will replace or exchange the item. In the event you receive an item that is faulty, please contact the Customer Assist Team on 01 8971520. Please be advised that our warehouse teams will sometimes quality check items by opening the packaging to examine the product before it is dispatched to the delivery company. This is done to ensure that only the highest quality items are delivered to your home.

WARRANTY

Unless otherwise stated, all electrical products purchased at Harvey Norman are covered by warranty for a period of one year. Extended warranty may be purchased on certain products for further peace of mind. The warranty is void if Harvey Norman determines that any damage to the electrical goods was caused by abuse, negligence, accident or if used for purposes other than which it was intended. Visible surface damage (scratches, nicks, tears, etc.) are not covered under this warranty unless reported within the first 3 days of delivery. Warranty does not cover normal wear and tear.





IMPORTANT POINTS TO NOTE

- Should you experience a fault with your electrical item, please contact the Harvey Norman Customer Assist Team on 01 8971520. You will need your customer invoice number to hand. Our trained staff members will be happy to assist you with any concerns that you may have. In the event that your appliance is faulty, a service call will be arranged for an assessment to take place. (In cases where an electrical item needs to be taken away for repair you may be without your item for up to 7 working days).
- Cancellations are not permitted on Special Order items.
- Any damages to electrical items, must be reported within 3 days of delivery or collection. For large items please contact the Harvey Norman Customer Assist team on 01 8971520 and for smaller items such as hair dryers, toasters etc. please return the item to the store of purchase with a copy of your receipt.
- After 3 days Harvey Norman is unable to accept reports of damage on delivery or collection.
- You may be asked to supply photographic evidence to support any claims of damage to electrical items.
- The contents of this brochure exist in addition to and do not affect your statutory rights.

**Thank You for Shopping
at Harvey Norman!**

NOTES



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www.harveynorman.ie