

# **Policies**

## **Return /Refund Policy**

If you are not completely satisfied with your purchase, return it within 14 days in the original packaging, accompanied by the original receipt for a full refund or replacement. The return method will be the same as the original purchase.

If you do not have an original receipt, we will not be able to accept your return.

## **Special Orders**

Due to our expansive supply chain, we can source just about any product for you. However, please make sure your special order is exactly what you need as we cannot accept returns on special orders.

We will also require a 50% deposit on all special orders.

Special order items may take a little longer for delivery, but will generally take about 2 ½ weeks from US manufacturers. Orders from the UK will take about one month.

## **Furniture Orders**

Furniture orders will take about 4-6 weeks, some wood veneer items will take 8-10 weeks. We are the authorized dealer for most of the major brands of office furniture, so if you have a need, just ask us.

## **Warranty**

The warranty on all purchases should be directed to the manufacturer. Therefore, please be sure to fill out the warranty card for items purchased and mail it back to the manufacturer so that you are covered for possible replacement in the event the need arise.

## **Errors**

We take a great deal of care to ensure that the information on this site is both accurate and current. However, given the complex nature of our business, errors are occasionally made. Upon notification, we will do our best to correct any errors, but we cannot compensate nor accept any liability for consequences arising from errors.

## **Delivery**

Delivery is free on orders over \$50. All orders can be picked up at the Island Services showroom located at Pasea Estate, Tortola. We offer same day or next business day delivery on items in stock when you order by 10:00 am Monday – Friday. A contact person must be available to sign and accept the delivery.