

Deliveries, Returns and Refunds

Online and mail order purchases

Willis & Gambier Payment Terms

1. Willis & Gambier accept payment via Direct Bank Transfer, Debit/Credit Card, Paypal or Cheque.
2. Willis & Gambier will not process your order any further until customer funds are cleared in our account.
3. Willis & Gambier DO NOT accept American Express as payment.

Willis & Gambier Delivery Terms

Delivery is currently fulfilled by Willis & Gambier in most circumstances, in peak periods an authorised, third party of equal standard may be used.

Standard Delivery

1. Free Delivery To UK Addresses only
2. Door Step drop delivery service only
3. Delivery lead-time estimated up to 6 weeks for UK Mainland addresses only
4. Delivery lead-time estimated at up to 8 weeks for any off shore addresses.
5. Customer will receive a phone call to book in delivery from Willis & Gambier.
6. Delivery is available Tuesday – Saturday and is subject to Willis and Gambier’s Routing System and can not be specified by the customer.
7. Delivery will only be made once payment has been cleared.

Product Assembly option

1. Product Assembly Option is available at £42.00 per item to UK Addresses only
2. Furniture is fully assembled and placed in a room of choice by trained delivery staff.
3. All Packaging will be removed
4. Delivery lead-time estimated at up to 6 weeks for all UK mainland addresses.
5. Delivery lead-time estimated at up to 8 weeks for any off shore addresses.
8. Customer will receive a phone call to book in delivery from Willis & Gambier.
6. Delivery is available Tuesday – Saturday and is subject to Willis and Gambier’s Routing System and can not be specified by the customer
7. Delivery will only be made once payment has been cleared.

Local Pick Up

1. Free Collection
2. Pick up available Monday – Thursday between the hours of 9am -5pm
3. Contact our Sales Teams for Arrangement via email or telephone
4. Pick up will only be authorised once payment has been cleared.
5. 24 Hours collection notice required

Willis & Gambier Returns and Service Terms

We hope you will love your Willis & Gambier purchase, but if you find it unsuitable or you're not entirely satisfied, please see below for our returns policies.

Returns Procedure

1. Please notify us within 7 days of receipt of goods of your intention to return the product(s). Notification accepted by email and telephone.
2. We ask that you return products to us unused, in its original packaging and packed exactly as received.
3. Returned products must reach us within 28 days of delivery.
4. Return Costs will not be covered by Willis & Gambier in the result of a return of non faulty goods.
5. A re-stocking Fee of £110 will be charged to you the customer if you fail to accept delivery of goods on your accepted delivery day.
6. Product money back guarantee is provided up to 7 days after item/s is received at Willis & Gambier.

Service Returns Procedure

1. Faulty manufacturing defects will be replaced or rectified subject to Willis & Gambier’s agreement after reviewing the service issue/complaint.
2. Returns costs are covered by Willis & Gambier on agreement of genuine manufacturing fault.
3. Service complaints are to be notified to Willis & Gambier within 7 days of receipt of goods. Notification accepted by email and telephone.
4. Refunds will be made with in 14 days of receipt of goods back to Willis & Gambier
5. Products to be returned to Willis & Gambier exactly as received in original packaging.

Willis & Gambier will not issue refunds in the following instances

1. Items returned after 28days
2. Items not returned in original packaging and packed as received.
3. Faulty items not notified with 7 days of receipt of goods.

Willis & Gambier Clearance Website FAQ's

Where do you deliver?

We can deliver anywhere within the UK mainland. Please ask for quotes for UK offshore destinations.

When will I get delivery?

Delivery lead-time is between 3-5 weeks from payment receipt

Can I track my delivery?

Yes, we will send you an order acknowledgement number on your order confirmation track your delivery information with a phone call to the Sales Office.

How much is delivery?

Standard delivery is Free

What is Product Assembly Option?

This is an upgraded delivery service which costs £42.00 per item and which offers delivery to your room of choice, assembly of the items and removal of all original packaging.

Can I collect my order from the warehouse?

Yes, if you would prefer to collect your order from our warehouse please request by email or telephone or alternatively select the Pick up option when purchasing your goods. 24Hours notification is required, and collection can only be made once your funds have been cleared.

Can I request a split delivery?

Split deliveries are not authorised by Willis & Gambier

Are my cards details secure on your system?

Yes, your card details are completely secure. We are protected by Paypal.

Can I order over the phone?

Yes, to order over the phone please contact our Sales team on 01733 318400. Our Customer Service team is available from Monday – Friday 9am – 5pm.

Can I have a discount if I pay by cash?

Unfortunately we are unable to offer discounts for cash payments.

How can I check when a certain product is available?

Our website is constantly updated with current stock availability, you can check by calling our Customer Service team on 01733 318400