

1. About Us

1.1 Global Furnishings Ltd, trading as Swanky Interiors (referred to as “the Company”, “we”, or “us”), is a company registered in England and Wales under company number 09535434, with VAT registration number GB314345920. We operate the website www.swankyinteriors.co.uk (“the Website”) and conduct business from our registered office at:

Unit 13, Bramble Hill Farm, Five Oaks Road, Slinfold, West Sussex, RH13 0TE.

These Terms and Conditions outline the terms of trading (“the Terms”), including how a contract (“the Contract”) is formed between you (“the Customer”, “you”, “the Consumer”) and the Company for the supply of goods (“Products”, “Goods”, or “Items”) and related services through our Website.

2. Your Eligibility

2.1 By placing an order with the Company, you confirm that you are at least 18 years of age.

2.2 You also confirm that you are legally capable of entering into a binding contract.

2.3 To be eligible to enter into a contract for the purchase of goods via our Website, you must provide complete and accurate information, including:

2.3.1 Your full legal name;

2.3.2 Payment details, including the billing address of the card used;

2.3.3 Delivery address, if different from the billing address;

2.3.4 A valid email address and telephone number; and

2.3.5 Your acceptance of these Terms and Conditions.

3. Formation of the Contract

3.1 By placing an order on our Website, you agree to be bound by these Terms and Conditions. If you do not accept any part of these Terms, you will not be able to purchase products from us. Please ensure that you read and understand these Terms and keep a copy for your records before ordering.

3.2 The Contract between the Company and the Customer consists of two distinct elements:

3.2.1 The sale of the Goods; and

3.2.2 The delivery service (if selected).

Customers may choose to opt out of our delivery services and instead arrange their own collection or third-party delivery of the Goods from our premises.

3.3 After placing an order, you will receive an order acknowledgement email. This email confirms that your order has been received but does not constitute acceptance of your order. Acceptance only occurs when you receive a second confirmation email from us, which will include details regarding your delivery or collection. The Goods will only be prepared once payment has cleared and stock availability has been confirmed.

3.4 The Contract applies only to the items confirmed in the second email. We are not obliged to supply any other items in your order unless their delivery or collection is confirmed separately in writing. Each item confirmed for fulfilment constitutes a separate Contract. The Company reserves the right to reject all or part of any order at its sole discretion, in which case we will notify you by email.

4. Your Rights and Obligations

4.1 You have the right to withdraw your offer at any time before it has been accepted by the Company, as defined in Clause 3 of these Terms and Conditions. This right ends once the Contract is formed. After that point, your statutory right to cancel may apply.

4.2 You are entitled to a statutory cancellation period, which begins on the date the Contract is formed and ends 14 calendar days after the day you receive the goods. You may cancel your order at any time during this period. If you do so, a refund will be issued in accordance with our Returns and Refunds Policy (see Clause 10).

4.3 The right to cancel does not apply to goods that are made to your specification, personalised, or otherwise classed as bespoke or special orders. This includes any products ordered via the website, by phone, or by any other means of communication, where customisation or personalisation was requested.

4.4 If you cancel the order after receiving the goods, you must return the items to us within 14 calendar days of notifying us of your decision to cancel. Items must be returned in new, unused condition and in their original packaging, at your own cost and risk. You have a legal duty to take reasonable care of the goods while they are in your possession. Refunds will be issued in accordance with Clause 10.

4.5 If the delivery element of the Contract has already been fulfilled, you retain the right to cancel and return the goods, but you will not be refunded for any delivery charges incurred. Return costs are also your responsibility.

4.6 If you cancel your order after it has been dispatched but before you receive it, you must notify us immediately and then choose one of the following options:

4.6.1 Accept the goods upon delivery and arrange to return them to us at your own expense and risk, within 14 days of cancellation.

4.6.2 Refuse delivery at the door, in which case the goods will be returned to us via the same courier. Please note: this will be treated as your express request to use our courier service for the return, and return charges may apply. Refunds will be processed in accordance with Clause 10.

4.7 All decisions to withdraw an offer or cancel a Contract must be communicated to us in writing, via email to: sales@swankyinteriors.co.uk, as soon as reasonably possible.

5. Our Rights and Obligations

5.1 The Company reserves the right to decline or cancel any order, in whole or in part, for any reason. In such cases, the Customer will be notified via email. No compensation will be offered for any disappointment or inconvenience caused.

5.2 We reserve the right to withdraw any product from the website at any time and to remove or modify any content, including these Terms and Conditions, without prior notice.

5.3 The Company shall not be liable for any losses incurred by the Customer as a result of a breach of Contract, except where such losses are directly related to the purchase price of the product as confirmed at the time the order was accepted.

5.4 The Company shall not be liable for any indirect or consequential losses, including (but not limited to) loss of profit, revenue, business, contracts, or anticipated savings, whether incurred by the Customer or any third party, and whether arising from negligence, breach of Contract, or otherwise.

5.5 Nothing in these Terms and Conditions shall exclude or limit the Company's liability for:

5.5.1 Death or personal injury caused by our negligence;

5.5.2 Fraud or fraudulent misrepresentation;

5.5.3 Liability under section 2(3) of the Consumer Protection Act 1987;

5.5.4 Any matter for which it would be unlawful to limit or exclude liability.

5.6 While every effort is made to fulfil Customer orders as agreed, the Company reserves the right to cancel or vary any part of the order due to events outside our reasonable control. These may include (but are not limited to): Acts of God, war, strike, lockout, industrial disputes, fire, flood, drought, delays in international shipments, or any other unforeseen event preventing us from fulfilling our obligations.

6. Product Description and Information

6.1 The Company guarantees that all goods purchased through our website will correspond with their product descriptions, be of satisfactory quality, and be reasonably fit for the standard purposes for which such goods are supplied.

6.2 A number of the products we sell are handmade, and as such, slight variations in dimensions may occur. Actual sizes may differ by up to ± 2 cm from the measurements stated on our website. Customers are advised to take this into account when determining whether an item is suitable for their space or intended use.

6.3 A number of our items are sold as antique reproductions. These may intentionally feature marks of distress, surface imperfections, or other details designed to replicate the appearance of aged or vintage furniture. These features are deliberate and form part of the aesthetic and character of the product.

6.4 All genuine antiques sold via our website are second-hand items and are sold as seen. Due to their nature, returns or refunds will not be accepted for antique items unless they are proven to be significantly not as described.

6.5 Unless expressly stated otherwise, all products sold through our website are intended for domestic use only. They have not been designed or tested for use in commercial, industrial, or high-footfall environments. If you choose to use goods in such settings, you do so at your own risk. The Company accepts no liability for damage, loss, or injury arising from non-domestic use.

6.6 We are committed to supplying goods that meet your rights under consumer law. If you believe that any goods supplied by us do not meet the requirements of your statutory rights, please contact us as soon as possible at: sales@swankyinteriors.co.uk.

7. Product Price and Payment

7.1 The price payable by the Customer for any product is the price advertised on this website at the time of order, except in the case of obvious errors, such as but not limited to, a listed price of £0 or other incorrect amounts resulting from technical faults or inaccurate pricing data. The Company is under no obligation to supply any product at an incorrect price.

7.2 If an error in the pricing of a product you have ordered is identified, we will inform you as soon as reasonably practicable. You will be given the option to either cancel the order or confirm it at the correct price. If we are unable to reach you, the order will be treated as cancelled and a full refund will be issued to the original payment method, in line with our Returns and Refunds Policy (see Clause 10).

7.3 Product prices are subject to change at the Company's discretion. However, any changes will not affect orders that have already been accepted and are in progress.

7.4 All product prices are inclusive of VAT. Delivery charges are not included in the product price and are treated as a separate service, calculated based on the delivery option selected during checkout and added to the total order value.

7.5 We accept payment via credit card, debit card, PayPal, or BACS bank transfer. Goods will only be prepared for dispatch or collection once payment has been authorised, cleared, and stock availability confirmed.

7.6 All prices and transactions on this website are shown in UK Pound Sterling (£). For convenience, Customers may view approximate currency conversions in US Dollars (\$) and Euros (€) by selecting their preferred currency on the homepage. Please note that these currency conversions are indicative only, and your bank or payment provider's exchange rate at the time of transaction will apply.

7.7 We aim to match lower prices from similar businesses where possible. Price matching is limited to identical products offered by reputable UK-based retailers that are not auction sites, online-only discount outlets, or trade-only sellers. We reserve the right to decline any price match requests that are not commercially viable, and the Company's decision will be final.

8. Availability and Delivery

8.1 The Customer may choose either to collect the goods from the Company's warehouse or to purchase a

delivery service, which is offered separately during the checkout process. Please note that delivery is not included in the purchase of goods and is charged as a separate service. If collection is selected, warehouse address details and collection instructions will be sent via email once the order is accepted.

8.2 Delivery will be made to the address specified by the Customer at the time of ordering. Where multiple items are purchased, delivery may be consolidated to reduce costs. To request a combined delivery quote, please contact us at sales@swankyinteriors.co.uk or call 020 3397 4874.

8.3 We aim to deliver goods within a reasonable timeframe, typically within 1–3 weeks from the date of order acceptance. For items not immediately available, estimated lead times are displayed on each product page. While we often deliver sooner, actual timing will depend on stock levels and the delivery service selected. If we are unable to fulfil your order within the estimated time, you will be offered the option to cancel or wait. Any delay will be communicated via email. If a more precise delivery timeframe is required, please contact us prior to placing your order.

8.4 During checkout, the Customer can choose from available delivery options. Costs will be displayed once a valid shipping address is entered.

We offer the following delivery services:

8.4.1 A pallet kerbside service or one-man fragile item delivery (at our sole discretion), with delivery to the roadside or doorstep only;

8.4.2 An express fragile courier service, suitable for smaller or delicate items.

For larger items, the following add-on services are available (please phone us for a quote):

8.4.3 A two-person delivery service to a room of your choice;

8.4.4 An optional White Glove Service, which includes unpacking, removal of packaging, and positioning of the item.

All delivery services are limited to ground floor level access, unless a suitable lift is available that can accommodate the size and weight of the item. If the delivery location involves staircases (including steps up or down from ground level), it is the Customer's responsibility to inform us in advance.

In such cases, we may recommend engaging a specialist local removals company (e.g. piano movers) for safe handling. Where possible, we can coordinate delivery to your nominated removals firm, but any further handling beyond ground-floor access is not included in our service and must be arranged separately by the Customer.

If you are unavailable on the confirmed delivery date, please notify us as early as possible to reschedule.

Missed deliveries due to non-attendance may incur re-delivery charges. Please also inform us of any special delivery instructions in advance.

8.5 It is the Customer's responsibility to ensure that the goods ordered can pass through all necessary access points, including doorways, stairwells, and hallways. Product dimensions are provided on our website; however, due to the handmade nature of many of our items, minor variations of 1–2 cm may occur.

If the goods cannot be delivered to the intended room, they will be left in an accessible location or returned at your request. In the latter case, return charges may apply in accordance with our Returns and Refunds Policy (see Clause 10).

8.6 If you intend to return goods under your statutory 14-day cancellation right, all original packaging must be retained. Returns will only be accepted if the goods are returned in full original packaging and in resaleable condition, following the process outlined in Clause 10.

9. Accepting the Delivery and the Goods

9.1 If you choose to use our delivery service, the goods remain at the Company's risk until delivery is completed. We are responsible for ensuring that the goods arrive in undamaged condition.

9.2 Upon delivery, you must inspect the external packaging for any visible signs of damage before signing the delivery paperwork. If any damage is visible, you must:

9.2.1 Clearly note the damage on the delivery paperwork at the time of receipt; and

9.2.2 Photograph the damage while the goods remain packaged.

9.3 Signing the delivery note as “Unchecked” will not be accepted as a valid reservation of rights. This will be treated as confirmation that the goods were delivered in good condition.

9.4 If no damage is noted at the time of delivery, you have 48 hours from the time of delivery to notify us of any transit-related damage that was not immediately visible. If you fail to contact us within this 48-hour period, we will consider the goods accepted in full, and you will lose the right to reject them on the basis of transit or delivery-related damage.

9.5 Our delivery partners require that any transit-related damage be reported within 48 hours of delivery. Failure to report within this timeframe may prevent us from raising a claim with the carrier, and we may not be able to assist with compensation or replacement.

9.6 For this reason, we strongly advise all customers to inspect both the packaging and goods promptly upon delivery and to notify us immediately if there are any concerns.

9.7 Goods will also be deemed accepted if any of the following occurs:

9.7.1 You confirm acceptance of the goods;

9.7.2 You begin assembly, installation, or use;

9.7.3 You alter or modify the goods in any way;

9.7.4 You retain the goods for more than 48 hours without reporting any issue.

9.8 This clause does not affect your statutory rights under the Consumer Rights Act 2015, including your right to report genuine manufacturing faults.

10. Returns and Refund Policy

10.1 Withdrawal Before Contract Formation

Customer has the right to withdraw their offer if it has not been accepted by the Company as defined in paragraph 3 of these Terms and Conditions. This right ends once the Contract is formed. If a Consumer withdraws before the Contract is made, the Company will reimburse the cost of the goods and the delivery service within 14 days of notification.

10.2 Right to Cancel Within 14 Days (Consumer Contracts Regulations 2013)

Customers are entitled to cancel their order within 14 calendar days from the date the goods are received. This right does not apply to goods made to a customer's specification, personalised items, or special orders as described in clause 10.8.

10.3 Conditions of Return for Standard Goods

Returns under the 14-day cancellation period are only accepted if:

10.3.1 The goods are unused, uninstalled, and unassembled;

10.3.2 The goods are in original, undamaged packaging;

10.3.3 The goods are in resaleable condition;

10.3.4 A return request is made in writing within 14 days of delivery.

If the returned goods do not meet these conditions, the Company reserves the right to refuse to accept the return or apply a deduction from the refund in accordance with clauses 10.4–10.7.

10.3.5 Large & High-Value Goods – Limited Right of Return

For high-value, heavy or premium furniture items (such as solid wood dining tables, sideboards, large mirrors, or other luxury furnishings), the right to cancel under the Consumer Contracts Regulations 2013 remains available only if the goods are returned in a condition suitable for resale as new.

These items are not mass-produced. Many are imported, made-to-order, or held in limited stock, requiring significant investment, handling, warehouse space, and onward logistics. Once unpacked or handled, such goods often lose material resale value, may no longer be classifiable as new, and may become economically unviable to restock.

Accordingly, the Company strictly limits returns of such items where:

10.3.5.1 The item has been unpacked, moved, placed, assembled, or installed;

10.3.5.2 The packaging has been discarded, damaged, or replaced;

10.3.5.3 The item shows any cosmetic defect, such as scratching or denting;

10.3.5.4 The item is returned in any condition other than as originally supplied.

If any of the above applies, the Company reserves the right to:

10.3.5.5 Reject the return entirely, or

10.3.5.6 Apply a refund deduction of up to 100% of the item's value, depending on its resale viability and associated costs (e.g. storage, repackaging, liquidation).

Customers are responsible for any loss in value caused by handling beyond what would be permitted in a retail showroom. This includes damage caused while lifting, placing, repacking, or reassembling the item. Where an item is returned materially damaged or altered, ownership may revert to the customer if a refund is refused. This clause does not affect your rights under the Consumer Rights Act 2015 where the goods are genuinely faulty or not as described.

10.4 Installation, Assembly, and Acceptance

For large or heavy items (such as multi-part tables, cabinets, or wardrobes), the act of assembling any structural component — including but not limited to attaching legs, frames, bases, installing shelves or table tops — constitutes installation and will be treated as acceptance of the goods in their delivered condition. By proceeding with installation, the Customer accepts responsibility for the condition and suitability of the item: this may invalidate the right to return the goods for reasons unrelated to faults (e.g. colour, size, aesthetic match).

Customers are required to inspect all components thoroughly before assembly or installation and any visible damage or defect must be reported before any assembly begins, in accordance with clause 10.9.

If a manufacturing fault becomes apparent after assembly, the Customer must:

10.4.1 Notify the Company immediately upon discovery;

10.4.2 Provide clear evidence that the issue is due to a manufacturing defect, not caused by assembly, installation, movement, or handling;

10.4.3 Confirm that the item was assembled in accordance with all instructions and with appropriate care.

The Company reserves the right to reject a fault claim where:

10.4.4 The reported issue is consistent with mishandling or incorrect assembly;

10.4.5 No fault was reported before installation commenced;

10.4.6 Insufficient evidence is provided to prove the defect existed upon delivery.

Damage caused during unpacking, movement, incorrect assembly, or use is not considered a fault.

This clause does not affect your statutory rights under the Consumer Rights Act 2015.

10.5 Original Packaging Requirement

Returned goods must be in their full original packaging. If the packaging has been damaged — including but not limited to cut, torn, altered, or compromised protective foam or wrapping — the Company reserves the right to refuse to accept the return. In such cases, the Customer will have 7 days from notification to arrange and pay for collection of the unaccepted item. Failure to do so may result in storage charges or disposal at the Company's discretion.

10.6 Installation-Related Damage

Damage caused during installation or assembly by the Customer is not considered a manufacturing fault. The Company will not accept returns or issue refunds for goods that have been damaged due to incorrect assembly, improper handling, or use of unsuitable tools or methods, in accordance with clause 10.4.

10.7 Restocking Fee

All non-faulty returns of standard goods are subject to a 10% restocking fee, deducted from the refund. This percentage reflects handling and processing costs and applies irrespective of whether the item is returned unused.

10.8 Special Orders

Items that are made to order, personalized, or sourced specifically for the Customer cannot be returned or

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cancelled once the contract is formed. These items are not eligible for cancellation under the 14-day right to cancel. This includes bespoke goods, special orders, or any goods imported or manufactured specifically at the Customer's request.

Specifically for a customer, or otherwise classed as a special or bespoke order are excluded from cancellation and return rights once the contract is formed. These include (but are not limited to):

10.8.1 Items marked "Special Order" or "Made to Order";

10.8.2 Imported items requested by the customer;

10.8.3 Furniture with customer-specified finishes, sizes, or upholstery.

10.9 All goods must be inspected upon delivery. Any visible damage to the product or packaging must be reported to the Company within 24 hours of receipt and before assembly or installation begins.

If an manufacturing defect is discovered after assembly, the Customer must:

10.9.1 Report it within 30 days of delivery;

10.9.2 Provide reasonable evidence that the issue is a manufacturing fault (i.e. inherent and not caused by handling, incorrect installation, or misuse).

The Company reserves the right to refuse claims where:

10.9.3 No issue was reported before assembly;

10.9.4 The condition is consistent with damage caused during handling or assembly;

10.9.5 Where no evidence is provided to confirm a manufacturing fault, the Customer remains responsible for any damage caused during unpacking, handling, movement, or installation (fault is defined as an inherent manufacturing defect that existed at the time of delivery).

10.9.6 Customers must submit photographic evidence showing the damage while the item is still in its original packaging. If the outer box and internal protective packaging (e.g., foam) are intact and undamaged, but the unpacked item is damaged and inconsistent with packaging state, we reserve the right to conclude that the damage occurred during unpacking or handling by the customer, not during transit.

10.9.7 If a fault is identified before installation but installation proceeds regardless, this will be taken as acceptance of the goods in their delivered condition and may void any return or refund claim.

10.10 Return Logistics and Risk

Customers are responsible for the safe return of goods. We recommend using a tracked, insured, and suitable courier for large or fragile goods. For items weighing more than 30kg, we recommend using a two-man specialist furniture delivery company. Customers may contact us by email for a recommendation of a suitable delivery provider.

Goods damaged during return transit are not accepted for refund and become subject to the Company's refusal to accept the return. In such cases, the Customer will have 7 days from notification to arrange and pay for collection of the unaccepted item. Failure to do so may result in storage charges or disposal at the Company's discretion.

10.11 Timeframe for Return and Refund

Approved returns must be received by the Company within 14 days of the cancellation notice. Refunds (minus any applicable restocking or shipping fees) will be issued within 14 days of goods being inspected and accepted.

10.12 Delivery Fees and Promotions

If your original delivery was part of a promotional free-shipping offer, the actual delivery cost will be deducted from your refund. Delivery charges are non-refundable unless the product is faulty.

10.13 Customer Responsibilities

Customers are responsible for:

10.13.1 Retaining all original packaging until fully satisfied with the product;

10.13.2 Ensuring items are suitable for access and placement before unpacking;

10.13.3 Reading all handling and assembly guidance provided;

10.13.4 Notifying the Company without delay of any issues, and in all cases within the specific timeframes

stated elsewhere in these Terms and Conditions.

Please note that the Customer becomes the owner of the goods once delivery has been completed. The Customer is legally obligated to take reasonable care of the goods while in their possession. If goods are returned having been negligently handled, damaged, or diminished in value, the Company reserves the right to refuse to accept the return and issue a refund.

The above applies primarily to smaller items that arrive in a single piece and do not require assembly. For larger items that require installation or assembly, clause 10.4 shall apply.

10.14 Refusal to Accept Return

We reserve the right to refuse to accept a return where:

10.14.1 The item has been installed, assembled, or handled beyond the level of handling that would be permitted when examining similar goods in a physical retail shop;

10.14.2 Damage has occurred after delivery and during installation or unpacking;

10.14.3 Original packaging is missing or damaged;

10.14.4 The item is returned in any condition other than as originally supplied;

10.14.5 The item was marked as non-cancellable or special order.

10.15 No Waiver of Rights

These terms do not affect your statutory consumer rights in relation to faulty or misdescribed goods.

11. Complaints Procedure

11.1 If you feel that you have a complaint, remark or suggestion to make, please do not hesitate to contact us by phone or in writing to: Global Furnishings Ltd, Unit 13 Bramble Hill Farm, Five Oaks Road, Slinfold, West Sussex RH13 0TE or alternatively to info@swankyinteriors.co.uk.

11.2 Please note that although you can make an initial complaint by phone, in order to enable us to deal with your complaint efficiently it has to be filed in writing and sent to the address or email above. Any complaint will be dealt with fairly, effectively and confidentially. Your statutory rights as a Consumer are unaffected.

12. Privacy and Data Protection Policy

12.1 Swanky Interiors Ltd is committed to protecting your privacy and handling your personal data in compliance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. We only collect and process your personal data where it is necessary for the performance of a contract, legal obligation, or with your consent.

12.2 We collect personal information (such as your name, address, email, and phone number) to process and fulfil your orders, communicate with you, and enhance your experience with our website. Payment details are handled securely by trusted third-party payment processors; we do not store full debit or credit card details.

12.3 We may share relevant information with delivery couriers and service providers solely for the purpose of fulfilling your order. All third parties are subject to strict confidentiality obligations and data processing agreements to ensure the protection of your information.

12.4 Our website uses cookies to improve functionality, manage your shopping cart, and personalise your experience. You can choose which cookies to accept via our cookie consent banner. Essential cookies are necessary for the site to function.

12.5 With your consent, we may contact you with information about promotions, new products, or services we think may be of interest. You can unsubscribe at any time by clicking the “unsubscribe” link in any marketing email or by contacting us directly.

12.6 We may use anonymised data for website analytics and performance tracking. This data does not personally identify you. You may opt out by adjusting your cookie settings or browser privacy preferences.

13. Legal

13.1 These Terms and Conditions shall be governed by and construed in accordance with the laws of England and Wales. You agree to submit to the non-exclusive jurisdiction of the courts of England and Wales in respect of any dispute arising from or related to these Terms or any Contract between you and the Company. All Contracts are concluded in English.

13.2 These Terms and Conditions, together with our published website prices, delivery and contact details, returns and refund policy, and privacy policy, constitute the entire agreement between the Customer and Swanky Interiors Ltd in relation to the supply of goods and services.

13.3 If any provision or part of these Terms and Conditions is found to be invalid, unlawful, or unenforceable, such provision shall be severed from the remaining Terms, which shall continue in full force and effect.

13.4 No failure or delay by the Company in exercising any right or enforcing any provision of these Terms shall constitute a waiver of such right or provision, nor shall it relieve the Customer from their obligations under the Contract.

13.5 All content, designs, images, and material on this website are protected by copyright and other intellectual property rights and are the property of Swanky Interiors Ltd or its licensors. You may access and use the content solely for personal, non-commercial purposes, including placing an order or sharing product information with others for private, non-commercial use. You may not reproduce, copy, modify, distribute, publish, license, or commercially exploit any part of this website or its content without prior written consent.