



ReadySooner™ Service – Terms and Conditions

1. All orders must be clearly marked with the prefix **“RS”** and submitted to **sales@toughfurniture.co.uk** no later than **3:00 pm** on the day of order.
2. Web quotations must be signed and returned to **sales@toughfurniture.co.uk** to confirm acceptance. Where a physical signature is not possible, written email confirmation will be accepted as confirmation of acceptance.
3. Only products listed on the **ReadySooner™ product page** are eligible for the RS / ReadySooner service.
4. Tough Furniture Ltd (“TF”) will confirm product availability and delivery details on **Day 1**, defined as the working day following receipt of the order.
5. ReadySooner™ delivery service applies to **UK mainland addresses only**.
6. For deliveries to **Northern Ireland and the Scottish Highlands**, a **10-working day delivery timescale** applies.
7. **ReadySooner™ orders** are subject to an **administration charge of £40 per order** (not per product).
8. If TF fails to deliver within **5 working days** of receipt of the order, the £40 administration charge will be credited in full, unless the customer has requested a delivery date outside of the 5-day delivery window.
9. Orders with a total value of **less than £500** are subject to a **small order surcharge of £40**, in accordance with TF’s standard Terms and Conditions.
10. Maximum order quantities may apply on a per-product basis to ensure timely dispatch and delivery.
11. A **pre-authorised account** must be in place to qualify for **standard 30-day payment terms**.
12. Where no approved account exists, **proforma or card payment** must be received in full prior to order processing and confirmation of delivery.
13. All prices quoted are **exclusive of VAT**, which will be charged at the prevailing rate.
14. The **ReadySooner™ service** includes delivery, assembly (where required), and placement within the designated room. The service **excludes any fixing or securing of products to walls or floors**.