

Thank you for shopping with us

Frequently Asked Questions

How do I change or cancel my order? If you would like to add something to your order please contact our sales department and advise them of the particular item you would like added to your existing order. An amended order will be issued to you with your new details. However, in the unlikely event that you wish to cancel your order, please contact our sales department on (091) 846056. Cancellations may result in the loss of deposit. As you can appreciate, cancellations on custom orders, where an item has been ordered to your exact specifications, may have commenced production with the manufacturer and we regret we cannot accept cancellations after this stage. Manufacturers will not accept goods back from Craughwell Furniture once they have been delivered to our warehouse.

What do you charge for Delivery? Delivery will be arranged within our normal delivery areas on designated days. Our delivery charge to our regular delivery areas can be viewed instore and online. Craughwell Furniture heavily subsidise the delivery cost and as such endeavour to delivery for a small fee.

When do I get a definite delivery date and how can I pay the balance due on my order?

When your goods arrive into our warehouse a member of our Despatch Team will contact you directly to finalise your payment and to confirm your delivery date. All orders must be paid for in full prior to delivery. Payment can be made as follows:

Cash, Credit and Debit Card at the cash desk instore.

Credit/Debit Card by phone on (091)846056 or via sms payment link.

To pay by Bank Transfer, please call (091)846056. (Please allow 5 days prior to delivery)

Please note goods cannot be dispatched until funds have arrived in our bank account.

Will I need to stay at home all day and wait for my delivery to arrive? Happily...NO! Our Despatch Team will call you to schedule your delivery on a given day. Your driver will then contact you on the mobile phone number provided on the day of delivery half hour in advance. We can also provide you with the drivers number on the day of delivery by calling (091)630622. We regret that we cannot give you an exact time for delivery but we will endeavour to meet your requirements where possible. Our policy is to give you an AM or PM time slot however all delivery times given by us are approximate. We always give delivery times in good faith but cannot be held responsible for any direct or indirect loss due to any reasonable delay or delays due to unforeseen circumstances outside of our reasonable control.

What should I do to prepare for delivery? All of our delivery teams are full time employees and have been trained to exacting standards to make sure that your own delivery day is pleasurable and stress free, so all you need to do is sit back, relax and enjoy your quality Craughwell furniture product.

It is your responsibility to advise us at the time of ordering your furniture of difficulties that may be encountered when delivering to your property, ensuring this information is documented by sales staff at the time of order. Please check all required access routes and that there is sufficient access and parking for a large delivery truck to safely reach the delivery address. Avoid disappointment and extra cost by doing all necessary measuring well in advance. Please be aware that the delivery team will not attempt delivery if there are health and safety issues or where damage to your home may result and they will not remove doors and/or windows. Any costs incurred affecting delivery will not be the responsibility of Craughwell Furniture e.g. door or window removal etc. Fees for re-delivery or cancellation will apply.

Will the goods be put into the room of my choice and what happens to the empty boxes and wrapping? Craughwell Furniture offer a professional 2 man delivery service. We will ensure that all packaging plastic and cardboard is removed from your house unless you avail of our "Flat Pack Offer" or you specifically request that the goods are left unpacked, however, any issues with your goods must be notified to our Customer Service Department within 3 working days of delivery and you are advised to examine your goods within that timescale. We will do everything possible to quickly resolve any issues that arise.

Will the goods be put into the room of my choice? Delivery is to your front door or the entrance to your property. If you require your furniture to be placed in a specific room we are happy to do this, however, we cannot accept any liability for any occurrence that might take place therein. Our Delivery Team are required to wear safety clothing and shoes. These cannot be removed on request.

What happens if I'm not at home to accept my delivery? If you cannot be at home to accept your delivery simply arrange for another adult to accept the delivery on your behalf. The appointed person must be available at the address to carefully check the product, sign and acknowledge receipt of goods. If nobody is home on the day of delivery all goods must be returned to the warehouse. The delivery team will not leave goods unattended in a "safe place" i.e. porch or side of house. A re-delivery charge of €75 will apply should you wish to have the goods delivered on another day.

What should I do if there is a problem with my delivery? Please report any defects immediately on delivery to your driver who will communicate any problem to our warehouse team. Should you notice damage to your product following the departure of the delivery team please contact our Despatch Team on (091)630622, without delay, to report the problem and we will do everything possible to quickly resolve your concern. We ask that great care is taken when opening all packaging. Excessive force should not be used as sharp objects such as scissors and knives can cause extensive damage. Craughwell Furniture is unable to accept reports of damage upon delivery after 3 days, so it is critical you unpack your item(s) within this time.

Will you dispose of my old and 'much loved' sofa or mattress? We don't want the exciting prospect of your new sofa or mattress being delivered to be tainted by the worry of how exactly you should dispose of your old one. For a small additional charge we will simply take away your own product when we deliver your new model. Please consult your sales advisor for more information on this service prior to delivery.

Do you provide an assembly service? Full assembly and installation service available on request: For all furniture and bedding that require extensive and/or complex assembly/ installation we are happy to arrange this service for you. Price will vary depending on product, please ask your sales advisor for more details prior to delivery.

Returns Policy

Cash & Carry - Instore Shopper

For homeware items (excluding clearance or sale items, upholstery, and furniture) paid for and collected at the time of purchase in-store ("cash and carry"), if you change your mind, you may return the item within 7 days of purchase.

To qualify for a return:

- The item must be unused, in its original condition, and in its original packaging.
- You must present the original sales receipt.

Once inspected and approved by our returns department, a full refund will be issued using the original method of payment. (Cash refunds will be issued by cheque.)

Delivered Items from Stock (Non Special Order)

If you change your mind after delivery, we're happy to offer a refund or exchange within 7 days of delivery, provided:

- The item is unopened, unused, and in its original packaging.
- A restocking charge of 20% will apply to returned items in original packaging.
- If the packaging seal is broken, a restocking charge of 30% will apply.

Please note:

- Delivery charges (€49) are non-refundable and will be deducted from your refund.
- Return collection (uplift) for furniture items requiring two-person handling is subject to a €99 charge.
- Items that have been assembled, or are not in resaleable condition, cannot be returned unless proven faulty.
- For hygiene and safety reasons, mattresses and pillows cannot be returned unless faulty.
- Any faults or damages must be reported within 3 days of delivery or collection.

Refunds will only be processed after inspection by our returns department and will be issued via the original payment method within 14 days. (Cash payments refunded by cheque.)

Bespoke Items & Special Orders If the items ordered are not from stock, we will have commissioned a supplier to make them specifically for you. We regret to advise you we cannot cancel these items. In respect of these products our usual refund policy does not apply, and products cannot be returned or exchanged unless faulty. In these instances replacement products will be delivered free of charge as soon as the items are available. Under exceptional circumstances Craughwell Furniture may accommodate the return of bespoke/made- to-measure items, however restocking fee of 30% of the full selling price will apply. For furniture items that require a two-man uplift you will be required to pay an uplift charge of €99.

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Galway's Premier Furniture Retailer

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