



## **Terms & Conditions**

**Last updated: April 2026**

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### **1. Introduction**

Welcome to Real Vintage Roots Ltd (“we,” “our,” “us”).

Company Registration Number: 14680962

VAT Registration Number: 442141827

We specialise in the purchase, sale, and restoration of second-hand and vintage furniture. By purchasing from us or using our services, you agree to these Terms & Conditions.

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### **2. Product Descriptions & Condition**

All items sold are second-hand and/or vintage, and therefore:

- May show signs of age, wear, and prior use.
- May include imperfections, marks, repairs, or variations.
- Are sold as described and photographed.

We aim to provide clear and accurate descriptions. However:

- Photographs are taken in natural light where possible; colours may vary depending on screen/display.
- Measurements are approximate unless confirmed otherwise.
- Buyers are responsible for checking dimensions and ensuring suitability for their space

Vintage items are not new and will not be in “as new” condition, even when restored.

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### **3. Restoration Work**

Where items have been restored:

- Work may include repairs, refinishing, reupholstery, or structural improvements.
- We aim to preserve original character while improving usability and / or aesthetics.
- Due to the nature of vintage materials, uniformity and perfection cannot be guaranteed.

For custom restoration:

- Work is completed based on agreed specifications.
  - Once approved, changes may not be possible.
  - Custom or made-to-order items are non-refundable except where required by law.
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### **4. Pricing & Payment**

- All prices are listed in GBP (£).
  - Full payment is required before dispatch or collection.
  - We reserve the right to change prices at any time.
  - Prices may vary across platforms.
  - Accepted payment methods include cash, bank transfer (BACS), card, and online payment providers.
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### **5. Orders, Deposits & Reservations**

- All items are subject to availability.
  - We require a minimum 10% deposit (or minimum £50) to reserve items.
  - Deposits are non-refundable except where required by law.
  - Items are not held without a deposit.
  - We reserve the right to cancel orders and issue a full refund where necessary (e.g. errors, availability, or condition issues).
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## 6. Delivery & Collection

- Delivery times are estimates and not guaranteed.
- Delivery is typically to ground floor unless agreed otherwise.
- Buyers are responsible for ensuring access and suitability.
- Couriers are paid directly by the customer.

### Risk & Responsibility:

- If we arrange delivery, responsibility remains with us until the item is delivered.
- If the buyer arranges their own courier, risk passes upon collection.
- Once delivery is booked, cancellation may be subject to courier charges. It will be the responsibility of the customer to pay these charges.

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## 7. Ownership (Title)

Ownership of goods passes to the buyer only once full payment has been received.

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## 8. Cancellation & Refund Policy (UK)

This policy complies with the Consumer Rights Act 2015 and Consumer Contracts Regulations 2013.

### 8.1 Right to Cancel (Distance Sales)

You have the right to cancel within 14 days of receiving your item if purchased online or remotely:

- You must notify us within 14 days.
- You then have 14 days to return the item.
- Refunds are issued within 14 days of receiving the returned goods.

### 8.2 Exclusions

The right to cancel does not apply to:

- Customised or made-to-order items.
- Items altered or restored to your specification.

### 8.3 Condition of Returns

Returned items must be:

- In original condition.
- Not used beyond reasonable inspection.
- Securely packaged.

We may reduce refunds for damage or excessive handling.

### 8.4 Return Costs

- Buyers are responsible for return costs unless items are faulty or misdescribed

### 8.5 Faulty or Misdescribed Items

Under UK law:

- Within 30 days: right to reject for full refund.
- After 30 days: repair or replacement.
- If unresolved: refund may be issued.

### 8.6 In Store Purchases

Items purchased in-store are non-returnable and non-refundable. We only accept returns or offer exchanges for in-store purchases where the item is proven to be damaged or faulty at the time of sale. If you purchased the item online but viewed and collected it in person – this clause (8.6) applies.

### 8.7 Vintage Items Clause

Signs of age, wear, and character are not considered faults unless materially different from the description.

### 8.8 Refunds

- Issued via original payment method



- May be withheld until goods are returned or proof provided
- Delivery costs refunded only where required by law

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### 9. Use, Suitability & Safety

- Buyers are responsible for ensuring items are suitable for their intended use.
- We do not guarantee suitability for specific purposes unless agreed in writing.
- Vintage furniture may not meet current safety standards.

#### Upholstered Items:

- May not comply with modern fire safety regulations unless explicitly stated

We are not liable for damage caused by misuse, improper care, or environmental factors.

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### 10. Limitation of Liability

To the fullest extent permitted by law:

- We are not liable for indirect or consequential losses.
- Our liability is limited to the purchase price.

Nothing in these Terms limits your statutory rights.

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### 11. Force Majeure

We are not liable for delays or failure to perform obligations due to events beyond our reasonable control, including but not limited to:

- Courier delays or failures.
- Weather events.
- Fire, flood, or natural disasters.
- Supply chain disruptions.

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### 12. Fraud Prevention

We reserve the right to:

- Refuse or cancel orders suspected of fraud.
- Request verification of identity or payment details.

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### 13. Buying Furniture from You

If you sell items to us:

- You confirm legal ownership.
- Items must be accurately described.
- We may renegotiate or refuse upon inspection.

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### 14. Intellectual Property

All images, content, and branding remain our property and may not be used without permission.

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### 15. Website Use

When using our website:

- You agree not to misuse, hack, or disrupt the site.
- We do not guarantee uninterrupted or error-free access.
- Content is provided for general information only.

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### 16. Complaints & Dispute Resolution

If you have a complaint, please contact us via email.

We aim to respond within a reasonable timeframe.



We are not obliged to participate in alternative dispute resolution schemes but will consider reasonable requests.

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### **17. Changes to Terms**

We may update these Terms at any time. Updates will be posted with a revised date.

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### **18. Governing Law**

These Terms are governed by the laws of England and Wales.

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### **19. Contact Information**

Real Vintage Roots Ltd

Email: [realvintageroots@gmail.com](mailto:realvintageroots@gmail.com)

Phone: 07834614500

Registered Business Address: TB3 Little Tapnage, Titchfield Lane, Fareham, Hampshire, PO17 5PQ

For all direct correspondence, please contact us via email.

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### **20. Privacy Policy (UK GDPR)**

We comply with UK GDPR and the Data Protection Act 2018.

We may collect:

- Name and contact details.
- Payment information (processed securely).
- Order history and communications.

We use data to:

- Process orders.
- Provide customer support.
- Meet legal obligations.

We do not sell your data.

You have the right to access, correct, or delete your data and to lodge complaints with the ICO.

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### **21. Cookies**

We use cookies to improve website functionality and user experience.

- Essential cookies are required.
- Non-essential cookies require consent.
- You can manage cookies via your browser or cookie banner.

Third-party services may also use cookies under their own policies.

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