

# Farnham Furnishers' Online Miele Appliance Store

## Delivery

**Delivery is free of charge.**

As our head office and showroom is based in Farnham, Surrey, delivery and installation areas are restricted by postcode to the following South East England zones:-

GU, RH, RG, SO, SP, SN, OX, SL, HP, KT, CR, TW, UB, HA, WD, SW, SM, SE, W.

Please call our showroom if you have a special request and we will try to help, 01252 715000.

## Optional services offered

**Removing packaging for recycling:** £ 5.00

### Removing and disposal of old appliances

(providing they are fully disconnected)

- Dishwashers, washing machines, tumble dryers £ 15.00
- Fridges, freezers, fridge-freezers £ 50.00
- Ovens, hobs, hoods £ 20.00

Prices are per item and include VAT

### Installing built-in appliances

To existing services – see terms and conditions.

- Ovens £ 70.00
- Fridge, freezer or fridge-freezer £ 150.00
- Dishwashers, washing machines, tumble dryer £ 150.00
- Gas hob £ 80.00
- Electric hobs £ 70.00

### Installing free-standing appliances

Connection only to existing services £ 60.00  
(no alteration to plumbing or electrics)

## Installation terms, conditions

Farnham Furnishers has over 15 years experience in fitting Miele appliances.

With a comprehensive showroom displaying not only Miele appliances but also Miele kitchen furniture, we generally undertake the complete kitchen refurbishment including all fitting from the flooring to units and worktops.

Our experienced fitters will do the electrical and gas connections as well as the joinery required to install fully built in appliances including the furniture doors.

We offer a complete service from delivery, unpacking, removing old appliances, and installing new appliances and will be happy to do as much, or as little, as you require, just select your desired service.

We can also offer a survey if required to measure your kitchen and check installation requirements.

Our installation prices shown are for like-for-like disconnection and refitting to existing services.

Installation is not automatically included and must be selected at time of ordering.

Electrical and gas connections are expected to be in the correct position for the new appliance.

Should we find that your electrical or gas supply is not up to current regulations we will advise you and if possible give you a quotation to bring them up to modern requirements.

Gas hob connections may require your boiler to be temporarily disconnected and if the appliance fails to restart, it will be the responsibility of the customer to contact an engineer to fix it.

Our installers will provide the necessary certification for their work where required. Gas work will only be carried out by a 'Corgi' registered engineer.

Built in ovens, hobs, dishwashers, fridges and hoods are based on a like for like re-fit, if additional work or modifications to units are required we will give you a quotation to undertake this work prior to installation. Sometimes cabinets need altering and if possible we will do this at the time of installation.

## Tips

Cut-outs for hobs can vary so please check that your new one is compatible, we cannot make the cut-out smaller.

Induction hobs can be quite deep so if fitted over an oven or a drawer we will need to know if there is sufficient space. Usually the drawer will need converting into a dummy drawer front if more space is required.

Extractors should be at least as wide as the hob and wall units must not be above any part of the hob.

Modern extractors will duct to 5 inch or 6 inch diameter outlets and we cannot connect them to the old 4 inch diameter ones. We can however modify your old ducting if accessible.

Many old style single ovens operated from a 13 amp electrical supply and all new single ovens require the higher 30 amp cable, so you may also want to check your existing electrical supply, ie do you have a 'cooker switch' with the 30 amp supply or is your oven just plugged in to a socket?

Please tell us at the time of ordering if your gas hob is to be connected to L.P.G gas, (not mains).

Dishwashers can be semi-built-in where the control panel is seen from the outside, or fully built-in with the control panel on the top edge, only seen with the door open. Both models require a proper kitchen furniture door fitted and do not take the old style décor panels.

Generally there are a lot of potential 'snags' to watch out for when changing appliances, but do feel free to talk to one of our kitchen designers to discuss any queries that you may have, even if you do not require us to do the installation.

When we are to 'supply only' appliances for your new kitchen we check each item on delivery with you to ensure that there are no damages, and ask you to sign for them.

If we are not fitting the new appliance, but are required to dispose of the old one, we can do this at the time of delivery if told in advance. The item must be removed and fully disconnected ready to be taken away. There is a charge to remove and recycle your old appliance and it must be done at the same time as delivery. The charges for this service are as follows:

Dishwashers, washing machines, tumble dryers	£ 15.00
Fridges, freezers, fridge-freezers	£ 50.00
Ovens, hobs, hoods	£ 20.00

## **Terms and conditions that apply to all transactions with Farnham Furnishers**

### **Payment**

Prices are in sterling and include VAT at the current rate.

We try to ensure that prices are correct but errors can happen and we reserve the right to change any advertised prices. We will of course inform you first, and give you the option to confirm or decline the corrected price.

You can telephone your order by calling 01252 715000 and pay by Visa, Mastercard, Amex, Delta Connect or Switch. You can also pay by cheque or direct transfer (B.A.C.S) however these must be cleared before delivery.

### **Confirmation**

We will take your order by phone, or email then call or email you back to confirm availability and earliest delivery dates. Only after this has been agreed will we take payment and send your receipt by post.

### **Guarantees and Warranty**

Miele offer their own free warranty on all appliances. These vary from 2 to 10 years depending on the model. Details are shown with the appliance specification and can be extended direct with Miele if required.

You will need to fill in the manufacturers guarantee card (provided with the appliance) and send it back to them within 30 days of receiving your goods. If you do not have a warranty form please call us and we will send you a copy. You can also register your purchase by phoning 08706 080028.

All servicing and repair work is provided by Miele direct who have a nationwide network service. Their number is 08707 554466. Please keep a note of your appliance model number, serial number and FD and ENR number, which can be located in your instruction manual, prior to installation as these numbers are not always easy to find when the items are fitted.

## **Delivery times**

Delivery times will be arranged to be as convenient to you as we can manage, and all times will be estimates depending on road and weather conditions.

Do not book your own installations until you have the appliance and have checked that it is not damaged.

Delivery of all appliances is to ground floor only and restricted to post code areas, please see delivery zones. We can unpack the appliance and remove packaging (see charges).

We are unable to store your appliance for more than 14 days free of charge after which a weekly storage charge will incur of £ 25.00.

If you require delivery to a more restricted area, or up flights of stairs please call us to discuss your requirements and we will try to help.

It is the customer's responsibility to ensure that there is sufficient access for the appliance to be delivered before purchasing. Please note the dimensions before ordering and ensure a clear access through your home to where you want the product placed.

We also need to have parking for a van and it will help us if you have arranged a suitable parking space for this if you live in a restricted area.

If you have any queries or doubts please call us on 01252 715000.

## **Returns**

You have the right to cancel your order within 7 days of receipt of your goods. You can either return them to our Farnham showroom or request a collection. Collected goods will incur a collection charge of £ 40.00 plus a 20% restocking charge and all returned goods must be in their original packaging, intact, unopened and not damaged.

## **Our website**

All information on this website is to the best of our knowledge correct and accurate. However, Farnham Furnishers cannot accept liability to the completeness or accuracy of services offered.

To the best of our knowledge our website is free of viruses and use of this site is at your own risk.

## **Complaints or grievances**

Should you have a grievance with Farnham Furnishers please contact us either

By phone: 01252 715000

By email: [office@farnhamfurnishers.co.uk](mailto:office@farnhamfurnishers.co.uk)

By mail: Farnham Furnishers  
43-49 South Street  
Farnham  
Surrey  
GU9 7RE

## **Disclaimer**

Farnham Furnishers cannot accept responsibility to damage caused by any means whatsoever to flooring, worktops, cabinets or any person upon delivery. We do not accept responsibility for time or earnings lost or for any other consequential loss.