

Unit 2B, Merrow Business Park, Guildford, Surrey, GU4 7WA

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Opening Hours:  
Monday – Friday  
9am to 5pm

[www.furniturelinksurrey.com](http://www.furniturelinksurrey.com)

**Referral Agents Pack**

June 2021

Valid at time of publication but liable to subsequent revision

# **Furniturelink**

Furniturelink collects and re-uses furniture and appliances. We aim to help people on low incomes or anyone experiencing some form of social exclusion by passing these items on at affordable prices.

You can help us make things run more smoothly by following the guidelines outlined below. This should in turn; help to make your clients visit a positive and rewarding one. In addition to making it quicker, less stressful and more successful!

# **Referral Agencies**

We ask that referral agencies make all their clients aware that all our furniture is for sale; it is NOT free and that prices quoted are not negotiable (bargaining is also not accepted). Our prices are fair and based on the quality and size of the piece of furniture. If we start bargaining, there is a real possibility of losing the principle of equality in the prices that we charge.

It would also be extremely helpful for you to ensure that people you refer know that they must bring enough money to pay for their goods (we cannot reserve them until a later date). All major credit and debit cards are accepted.

Sometimes you may wish to pay for the items of furniture on behalf of your client. In this case, please ensure that an invoicing address and a contact name are clearly marked on the referral form. Ideally, we send invoices electronically so please also supply a valid e-mail address. We expect invoiced payments to be settled within 30 days of the invoice date.

Clients are welcome to drop in at any time but should understand that we may not be able to attend to them immediately, and in order to provide them with a discount we will either need a completed referral form or proof of benefits letter.

Our whole operation works on a fast turn over and we aim to deliver goods within 5 working days (this may go up during busy periods). If your client is collecting, collection it would need to be arranged within 5-days. If storage is required for a longer period, then additional charges will incur.

PLEASE READ ON FOR A SAMPLE REGISTRATION FORM AND PRICE GUIDANCE

|  |
| --- |
| Client ID Number: |
|  | Client Registration Form | Unit 2B,  Merrow Business Park, Guildford GU47WA |

|  |  |  |
| --- | --- | --- |
| Personal Details | | |
| Mr/Mrs/Ms/Miss | First Name: | Surname: |
| Address: |  | Postcode: |
| If you live in a flat please ensure this section is filled in: | | Floor Number: |
| Lift: Yes/No |
| Home Telephone Number: | Mobile Telephone Number: | Work Telephone Number: |
| E-Mail Address: | | |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Self-Referral | | | | | |
| Employment Status | Unemployed | F/T Employed | | Student | Unpaid Work |
| Self Employed | P/T Employed | | Retired | Refugee/Asylum |
| Please list the benefits that you currently receive: |  | | | | |
| Proof of Benefit | Seen By: | |  | | |
| Date: | |  | | |
| How did you hear about Furniturelink? |  | | | | |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Agency Referral | | | | | |
| Agency Name: |  | | | | |
| Team: |  | | | | |
| Contact Name: |  | | | | |
| E-mail: |  | | | | |
| Will the agency be paying for any of the goods? | Yes | | | No | |
| Disability | Physical | Mental | Learning | | None |

# **Terms and Conditions of Sale**

1. All goods must be paid for in full at the time of purchase, and prices are not negotiable
2. We cannot store purchased goods for more then one week. You must arrange to take delivery, or arrange collection within 5 working days from the date of purchase or your goods will be resold.
3. Some clients will be offered a special discount on the purchase price of goods. Any discount will be at the absolute discretion of Furniturelink.
4. Not all items offered for sale will attract a discount. Furniturelink reserves the absolute right and unquestionable right to determine which items will attract a discount, again this is non-negotiable.
5. Price negotiation is not an acceptable practice at Furniturelink. Prices quoted are non-negotiable.
6. All goods are sold as seen. It is your responsibility to ensure that items purchased will fit into your premises and suit your taste. It is also your responsibility to check all items before purchase. We generally don’t offer refunds or exchange of goods.
7. We undertake to deliver all goods in the same condition as when you viewed them within our warehouse. If the goods will not fit into your premises and we agree to deliver an alternative, extra delivery charges will be levied.
8. All deliveries are subject to a modest charge agreed at the time of purchase (approx. £15). Delivery will not be made before payment is received.
9. Electrical goods attract a warranty as displayed on our premises.

I accept the above terms:

Signed Print  
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Date  
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_



Price List (prices start from those listed below but could be higher depending on size and quality of the piece)

|  |  |  |  |
| --- | --- | --- | --- |
| ITEM | PRICE FROM | ITEM | PRICE FROM |
| Arm Chair/Fireside Chair | £25 | Fridge Freezer | £120 |
| Bathroom Cabinet | £10 | King Side Bed Base | £75 |
| Bunk Beds | £65 | King Size Mattress | £75 |
| Bedside Cupboard/Table | £15 | Microwave | £20 |
| Bookcase – 1 Piece | £40 | Mirror | £20 |
| Cabin Bed Metal | £65 | Ottoman | £20 |
| Cabin Bed Wooden | £70 | Sideboard | £50 |
| Chest of Drawers | £45 | Single Bed Base | £45 |
| Corner Unit | £35 | Single Mattress | £45 |
| Computer Desk Metal | £25 | Sofa Bed | £120 |
| Computer Desk Wooden | £35 | Sofa – 2 Seater | £85 |
| Dining Chair | £10 | Sofa – 3 Seater | £120 |
| Dishwasher | £85 | Dining Table | £45 |
| Double Bed Base | £65 | Coffee Table/Nest | £20 |
| Double Bed Mattress | £65 | Kitchen Table | £55 |
| Dressing Table | £40 | Wall Unit | £50 |
| Electric Cooker | £85 | Double Wardrobe | £75 |
| Filing Cabinet (2 Drawer) | £25 | Single Wardrobe | £55 |
| Freezer/Fridge | £85 | Washing Machine | £85 |

Payment must be made at point of sale. We do not reserve items. We accept cash and all major debit and credit cards.

Qualifying clients will receive a discount except on no discount items, Electricals, Bric-a brac and New goods.