

Terms of Service

If you are not satisfied with an item purchased from us online, we will happily accept return items for a full refund within 14 days of delivery.

Excisions may apply for special order items such as upholstery items ie. sofas or any items that have been made to your specific choices and therefore made to order.

How to Return or Exchange a Product

Please contact our Customer Support team on 0191 2327929 or email so that we can arrange for your item[s] to be collected on a mutually agreed date. Collections are free-of-charge.

Exchanges and refunds will be issued once the item[s] has reached us, provided that the item[s] has been returned in the condition in which it was delivered.

All refunds will be made via the original payment method, and will appear in your account within 5 to 7 working days as Albany Office Equipment Wholesale Ltd. Please be aware that if you made your purchase using a method other than credit card, you may be prompted to provide bank details so that we can credit your account.

Please keep in mind that furniture is vulnerable to damage during delivery; please be sure to keep the original packaging materials for items you may wish to return.

Cancelling an Order

You can cancel your order providing it has not been dispatched by contacting our Customer Support team on 0191 2327929 or email

Unfortunately any delivery that has left our warehouse cannot be cancelled, and you will need to follow our returns procedure.

Custom Made order Cancellations

With our Custom MADE products, you will have 14 days to cancel, starting from the date you place your order. Each Custom MADE piece is bespoke, so if you cancel after 14 days, you may still be charged the full price. This doesn't affect your statutory legal rights.

Faulty or Damaged Products

In the rare event that an order is delivered faulty or damaged, please contact our Customer Support team 0191 2327929 or email so that they can arrange a replacement or refund. If the package that you receive is damaged or open please do not accept the delivery and contact our Customer Support team immediately to arrange a replacement.

If you have further questions relating to Returns and Exchanges, please contact our Customer Support team on 0191 2327929 or email and we will be happy to assist you.

Privacy Policy

Our use of the content and service provided on this website is subject to the terms of this Privacy Statement and the Terms and Conditions on this website ('the terms'). Your use of these services will mean that you accept the terms.

- 1. Albany Contract Furniture Commitment to privacy** Albany Contract Furniture aim to provide all users and visitors to the websites operated or controlled by Albany Contract Furniture with a unique, efficient and customised experience. Albany Contract Furniture is fully committed to respecting your privacy and to protecting any personal information you provide to it. Albany Contract Furniture treats both privacy and security as a priority and makes every effort to ensure that all the information provided by you is protected. This Privacy Statement respects and protects the privacy of all visitors including members and learners to the Website and intends to give you as much control as possible. This Privacy Statement explains how Albany Contract Furniture collects information from you when you use the Website and how this information is then used. Albany Contract Furniture hopes that this will remove any concerns you may have and will make using the Website an educational, exciting and safe experience. Please read this Privacy Statement carefully and re-visit this page from time to time to review any changes that may have been made. If you have any questions or comments about our administration of your personal information, please ring us on +44 (0)191 4786848 or [contact us \[link\]](#). You may also use these contacts to communicate any concerns you may have regarding compliance with our Privacy Statement.

Some of the information you provide to Albany Contract Furniture may be sensitive personal data for the purposes of the Data Protection Act, 1998. Sensitive personal data includes race or ethnic origin, political opinions, religious or other beliefs, trade union membership, physical or mental health, sexual life or criminal records.

By providing your information to Albany Contract Furniture, you explicitly consent to Albany Contract Furniture processing your personal data, including sensitive personal data, as explained below.

Where you are providing information about another person, you do so on the basis that the other individual has agreed to the processing of his or her personal data, including sensitive personal data, and to your receiving on his or her behalf any data protection notices. You confirm that you have informed such third party individual which data are obligatory and which are voluntary and how he or she can access and, if necessary, rectify the data held about him or her.

By disclosing any personal information to Albany Contract Furniture and/or by using the Website you consent to the collection and storage of all personal information provided to Albany Contract Furniture as set out in this Privacy Statement and the Terms and Conditions. If Albany Contract Furniture make any changes to this Privacy Policy these changes will be detailed on this page in order to ensure that you are fully aware of what information is collected, how it is used and under what circumstances it will be disclosed. This Privacy Statement only applies to personal data collected by Albany Contract Furniture through the Website or in any other manner expressly described in this Privacy Statement.