

Shipping & Returns



How quickly will I receive my order?

Lead Times

Please allow 4 - 5 weeks for all furniture as these are made to order. Unless faster delivery options are selected.

This is the average time however it can be longer during busy periods. For any time critical orders please contact us first to see if we can meet your deadlines. When ordering furniture please make sure there are adequate personnel available to take the delivery. The driver and his vehicle will need to have the necessary means of access to your premises, if there are vehicle restrictions or access limitations to your street you must let us know, and to overcome these we may need to make additional delivery charges. If you need the items delivering on a specific date (Mon-Fri only) you must specify this before placing your order. If you require a timed delivery there will be an additional charge for this service which will not be added during the checkout process, you will need to contact us before placing your order.

I have received damaged goods.

All damages must be reported to us within 24 hours of delivery and photo evidence will be required before product replacements can be issued. If your items are damaged or faulty on receipt, please sign the delivery note accordingly. In any case all delivery noted must be signed "UNCHECKED". We ask that you notify damage within 24 hours of receipt. Once we have verified the damage, we will issue a replacement.

Can I return a product?

We are a business-to-business supplier so The Distance Selling Regulations do not apply. Unless there is a manufacturing fault we do not accept returns on furniture as these are all made to order goods, in these instances we will arrange for replacements to be manufactured to replace the damaged units. Please ensure you have ordered the right goods and in the correct quantities. If a product is defective in any way, please contact us and we will endeavour to deliver a new one to you as quickly as possible. Please include your invoice / order reference number with your goods.

If you have any further question please email sales@stratapanel.co.uk