



HAH

SWEET BED RETAIL

T: 01429 225278
sales@topbrass.co

A UNIQUELY DESIGNED SLEEP EXPERIENCE

SWEET BED **RETAIL**

Product Range

There is 1 standard retail bed size,
this is only available to purchase as a set.

product code	type	Size (cm)
MARK6-12 SWEET BED SET bed base / mattress / topper	European King	160 x 200

£980.00

*2 piece bases only.

***Price per set plus delivery, installation and VAT.**

Stock Levels, and Storage

All products are manufactured in the UK and are manufactured to order.

Product Presentation and Packaging

Bed bases that arrive in two sections will be pre prepared with only the metal legs (4 x 2) for paired split bases to be screwed into place by the customer on delivery. All fittings and simple instructions will be supplied with the product. Basic tools required to be supplied by the customer are driver and a 13mm socket. Mattresses will be of traditional manufacture with a fitted cover which is more akin to retail expectations and requirements.

Products will be delivered in protective wrapping. Bagged and taped with rigid cardboard corners.

Products will be clearly labelled with the full delivery address and sender.

ORDER PROCESS

BEFORE ANY ORDER BEING ACCEPTED AND
PROCESSED, A SIGNED CONFIRMATION
DOCUMENT MUST BE PROVIDED TO TOP BRASS
WITH FULL ORDER DETAILS



Customers place bed orders on
IBIS/HAH website or over the phone.



HAH sends TOP BRASS (email) a Purchase Order including:
Product Code, description, size, customer delivery address,
customer phone number, customer email address.
Plus a request for delivery/install cost if required.



TOP BRASS sends HAH (email) an order
confirmation (internal job sheet)
reconfirming ALL details and with
an estimated delivery date.



TOP BRASS sends HAH
(email or letter) an invoice for pre-payment.



TOP BRASS delivers the
bed (see delivery process).



TOP BRASS confirms completion to HAH.

DELIVERY PROCESS

1.

CUSTOMER or HAH, as instructed, is contacted by TOP BRASS to schedule a delivery date.

2.

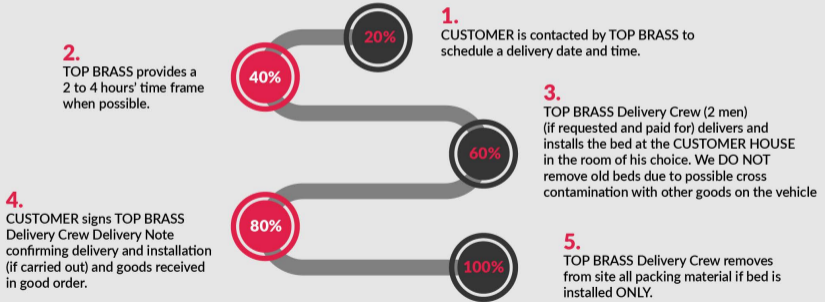
TOP BRASS Delivery Crew (1 man) or courier if applicable delivers the bed.

2 man crew to unload and install available on request. We DO NOT remove old beds due to cross contamination with other goods on the delivery unless specifically requested for a lone delivery.

3.

CUSTOMER signs TOP BRASS Delivery Note confirming delivery and goods in good order.

DELIVERY & INSTALLATION PROCESS



DELIVERY & INSTALLATION AREAS

Delivery and Installation is
available in the following areas only.

1
ZONE

South East and Home Counties.*

2
ZONE

South West and South Wales.

3
ZONE

Midlands, North Wales and The North. (Excluding Scottish highlands)

*Plus ferry crossing costs for the Isle of Wight, Isle of Man and other off shore areas.
Scottish highlands and outlying Islands by special request only.

PRODUCT REPLACEMENT PROCESS

1. CUSTOMER informs HAH of the issue encountered with bed.
2. HAH requests to receive additional information (descriptions, photos,...) to see if issue is covered by TOP BRASS warranty.
3. HAH sends the information and original order number to TOP BRASS who confirms whether or not it is agreeable to replace the item – incorrect information provided by the client or HAH is NOT covered for replacement in any circumstances.
4. HAH sends TOP BRASS a Purchase Order (0 cost) including:
 - a. Product code
 - b. Description
 - c. Size
 - d. CUSTOMER delivery address and CUSTOMER contact number
5. TOP BRASS sends HAH (email) an order confirmation with an estimated delivery date week/date.
6. TOP BRASS delivers and installs the replacement bed (see delivery process).
7. TOP BRASS takes the original goods back.
8. TOP BRASS confirms the delivery of the replaced goods to HAH.

NB. Goods will generally ONLY be accepted for return if notice is received WITHIN 48 hours from delivery. Should a signature be obtained on delivery this cancels post-delivery claims for ANY damage. Clients "changing their mind" or not checking the pre-order information correctly and accurately does not constitute cancelling or refunding of any order.

INCIDENT MANAGEMENT

All incidents will be channelled through our head office using a named and nominated staff member as key contact with named staff members in support.

All incidents will be logged in a dedicated register with actions and closure timings recorded.

A senior member of Top Brass management will be available to discuss and agree actions to close incidents.

INVOICING AND PAYMENT

On receipt of order and signed information sheet TOP BRASS sends HAH (email or letter) a detailed invoice for each bed. Payment must be received in full before processing of any order.

TOP BRASS sends HAH (email or letter) a copy of the signed Deliver Note.

Communication

Telephone 01429 225278

Email sales@topbrass.co

Project Manager
John Harrington

Administration and Sales
Rob Aris



TOP BRASS

www.topbrass.co