



**kingston
community
furniture**

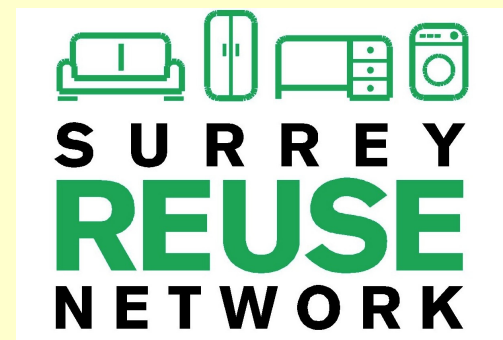
making homes... saving waste

REFERRAL AGENTS INFORMATION PACK



Reg. Charity no:257551

Members of:



Sponsored by:





Adams House, Dickerage Lane, New Malden, KT3 3SF
Tel: 020 8942 550/5522
www.kingstoncommunityfurniture.org.uk

Kingston Community Furniture collects and re-uses furniture, appliances and bicycles. We aim to help people on low incomes or anyone experiencing some form of social exclusion by passing these on at very affordable prices.

You can help us to make things run more smoothly by following the guidelines below. This should in turn help to make your client's visit a positive and rewarding experience.

Referral Agencies need to make all their clients aware that all furniture is for sale; it is not free. Prices quoted are not negotiable and bartering is not acceptable. Our prices are based on the quality and size of furniture so, if we start bartering, there is a real possibility of losing the principle of equality in prices we charge.

It would be very helpful for you to ensure that people you refer know they must bring enough money to pay for their goods. Major credit and debit cards are also accepted. We cannot reserve items against a promise of future payment.

Sometimes, you may wish to pay on behalf of a 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 an e mail address if possible. We expect invoiced payments to be settled within 30 days of the invoice date.

Ideally, **Clients** should make an appointment to view the available furniture. Please call our sales team on 020 8942 5500. If the situation is urgent, contact the Business Manager on 020 8949 4284.

Clients are welcome to drop in at any time but should understand that we may not be able to attend to them immediately and they may not receive our best attention.

We allow up to an hour for a first visit as there is usually paper work to complete and clients are not familiar with our warehouse & ways of working. Subsequent visits do not normally take more than half an hour. In the interests of equality, we try and stick to this timeframe.

Our whole operation works on fast turnover and we aim to deliver goods within 5 working days. Storage for longer than 5 days will incur additional charges.

For safety reasons, we can only allow two people to come to an appointment.
Children are not allowed in the warehouse.

We are always aiming to improve our service and would welcome any suggestions you have. Please feel free to contact us on the telephone numbers shown above or e mail info@kcfurniture.org.uk . In the very unlikely event that you experience some sort of problem, please contact the Business Manager on 020 8949 4284.

[PLEASE READ ON FOR SAMPLE REGISTRATION FORMS AND PRICE GUIDANCE](#)



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**CLIENT
REGISTRATION
FORM**

**Unit 33
Adams House
Dickerage Lane
New Malden
KT3 3SF**

Personal Details

Mr / Mrs Ms / Miss	First Name:	Surname:
Address:	Post Code	
Floor:	Home Telephone No:	
Lift:	Mobile Telephone No:	
	Work Telephone No:	
Email:		

Self Referral

Employment Status	Unemployed	F/T Employed	Student	
	Self Employed	P/T Employed	Retired	Refugee/Asylum Seeker
Benefit Type	Council Tax	Income Support	ESA	Pension Credit
	Housing	Incapacity	JSA	Tax Credit
Proof of Benefit		Seen By:		
		Date:		
How did you hear about Kingston Community Furniture?				

Agency Referral

Agency Name:	
Team:	
Contact Name:	
Email:	
Will the agency be paying for any goods?	Yes/No

Disability

Physical Mental Learning None

Ethnic Background

Black	Asian		White
Caribbean	Indian	Sri Lankan	British
African	Pakistani	Korean	European
Somali	Bangladeshi		Irish
North African	Chinese		
British	Vietnamese	Other:	

TERMS AND CONDITIONS OF SALE

1. **All goods must be paid for in full at the time of purchase. Prices quoted are not negotiable.**
2. **We cannot store purchased goods for more than one week. You must arrange to take delivery within 5 working days from the date of purchase.**
3. All goods are sold as seen. It is your responsibility to ensure that items purchased will fit into your premises and suit your taste. We do not generally offer refunds or exchange goods. In the event of us agreeing a refund, a £15.00 charge plus VAT will be levied towards our administrative costs. Where delivery has proved impossible because goods will not fit in to your premises, a £25.00 charge plus VAT will be added towards the costs incurred by Kingston Community Furniture.
4. We undertake to deliver all goods in the same condition as when you viewed them in our warehouse.
5. Delivery is free but if you miss a delivery a charge of £15.00 plus VAT will be made towards our costs. After 2 failed deliveries, Kingston Community Furniture reserve the right to resell the goods purchased and will charge you £25.00 plus VAT towards their costs.
6. We only undertake to deliver goods to the front door of your premises. If we do agree to try and take items in to your premises we do not accept any liability for any damage incurred as a result. If the goods will not fit in to your premises and we agree to deliver an alternative, charges will be levied as outlined above.
7. We will not deliver goods above first floor level unless there is an operating lift on the premises
8. Electrical goods are sold with one month's warranty but, in the event of replacement being necessary, we only undertake to provide a comparable product and not an exact replacement. No replacement will be offered where goods have been subjected to abnormal wear & tear.
9. For gas appliances, it is the purchaser's responsibility to arrange inspection & installation by a certified and approved gas installer. Kingston Community Furniture only undertakes to supply appliances in a clean condition as they are seen in our warehouse.
10. For any other appliance, e.g. a washing machine, it is the purchaser's responsibility to arrange installation. This cannot be undertaken by Kingston Community Furniture
11. Kingston Community Furniture operates a ZERO tolerance policy towards abusive behaviour (verbal or physical). Anyone who practices abusive behaviour will be asked to leave our premises and will not be invited back. If an event occurs during a delivery, our team are instructed to cease operations immediately and vacate your premises.

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I accept the above terms of sale:

Signed _____

Print _____

Date _____



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VAT Registration No: 921 3828 33
Registered Charity No: 257551

PRICE LIST

ITEM	PRICE (£) FROM	ITEM	PRICE (£) FROM
Bunk beds	50.00	Mirror	10.00
Cabin Bed Metal	50.00	Sideboard	60.00
Cabin Bed Wooden	50.00	Stool	10.00
Cot/Cot Bed	30.00	Table- Coffee/Occasional/Nest	40.00
Double Bed Base/Frame	60.00	Table- Dining	50.00
Double Mattress	70.00	Table- Kitchen	50.00
King Size Bed Base	70.00	TV/Hi Fi Unit	30.00
King Size Mattress	60.00	Wall Unit	70.00
Single Bed Base/Frame	50.00	Wardrobe- Double	80.00
Single Mattress	60.00	Wardrobe- Single	60.00
Bedside Cupboard/Table	30.00	Welsh Dresser	120.00
Bookcase with Doors	40.00	Arm/Easy/Fireside Chair	40.00
Bookcase- 1 Piece	30.00	Cane Chair	30.00
Cabinet- Display/Kitchen	60.00	Cane Sofa	70.00
Chest of Drawers	50.00	Dining Chair	20.00
Corner Unit	50.00	Reclining Chair	80.00
Desk- Wooden	60.00	Rocking Chair	60.00
Desk- Computer	50.00	Sofa Bed	130.00
Dressing Table	40.00	Sofa- 2 Seater	100.00
Filing Cabinet (2 Drawer)	30.00	Sofa- 3 Seater	150.00
Swivel Chair (Office)	20.00	Washing Machine	80.00
Fridge	70.00	Fridge Freezer	80.00
Freezer	70.00	Dishwasher	60.00
Electric Cooker	120.00	Microwave	30.00

**PRICES ARE THE MINIMUM CHARGED FOR GOOD QUALITY FURNITURE.
FOR EXCEPTIONAL ITEMS YOU MUST EXPECT TO PAY MORE.**

PRICES QUOTED ARE NOT NEGOTIABLE.

**Payment must be made now. We do not reserve items.
We accept cash and all major debit and credit cards.**

**LOW INCOME AND AGENCY REFERRED CLIENTS
WILL RECEIVE A 50% DISCOUNT**

HOW TO FIND US



WE ARE IN UNIT 33 ON THE ADAMS INDUSTRIAL ESTATE

Nearest stations are New Malden or Norbiton but both are a fair step away.

From New Malden you can take a 213 bus, alight at The Triangle and walk down Dickerage Lane.

From Cromwell Road Bus Station in Kingston Town Centre take a K5 or a 131 bus and alight at California Road.

Most London buses have audible warning of approaching stops to assist the partially sighted and all should be wheelchair accessible.

Our warehouses are fully wheelchair accessible and have toilet facilities for the disabled.

**WE OPEN FROM 9.00 AM TO 4.30 PM MONDAY TO FRIDAY
ALSO ON
THE FIRST AND THIRD SATURDAY OF EACH MONTH
FROM 10.00 AM TO 2.00 PM**

