

### Commonly asked questions:

- Why is the service bespoke? & Why can't we send furniture straight away to be donated?

There are many varying factors that can affect the price of the take back service, which make it difficult to have a set price per product type. These include:

- Amount of furniture
- Type of furniture
- Condition of furniture
- Need to dismantle furniture
- Building access
- Accessibility of goods lifts
- Location
- In/Out hours

We understand it makes things slightly more complex, but if our take back partner is able to conduct a site survey then they can give an accurate quotation. This is why we need a fair bit of time before the furniture is needing to be removed, to ensure time for a site survey and for routes of donation to be identified.

- Is there a minimum amount of furniture?

No minimum amount of furniture. Though for smaller amounts we will offer two prices – a fixed date price, and a flexible date price. The flexibility allows us to coordinate with other pickups in the area to keep down costs and environmental impact.

- Time period needed for request

For small projects (roughly under 15 items and simple logistics), we need up to 5 days' notice.

For larger projects, we ask for at least 2 weeks notice to be able to mobilise the correct teams. Ideally we will complete a site or asset survey which takes a bit of time to set up. We can work around your priorities in terms of sustainability needs, costs and deadlines.

- When to expect a quote turnaround?

Small projects – quote within 48 hours.

Large projects – site survey date to be confirmed within 48 hours on the condition all necessary questions have been answered and we can get in touch with relevant person. Quote to be completed upon completion of survey.

- Contact

For logistical reasons, we will give you contact with our Take Back partner.

With finances and reporting, we will keep this chain through us.

- General conditions:

Minimum amount of furniture: 1 piece

Smaller projects:

- Roughly up to 15 items
- Pictures or videos needed from customers
- Quote should be given within 48 hours
- Minimum notice period before collection: 5 days
- Costs and reporting through Ocee, through dealer to end client

Larger projects:

- Site survey date to be arranged before a quote can be given
- Date offered within 48 hours (on condition contact has been made and any questions answered)
- Minimum notice period before desired collection: 2 weeks – though the more time, the better service management we can offer as a whole solution
- Costs and reporting through Ocee, through dealer to end client