

## Our 5 point price promise

1. We want you to be happy and return to our store
2. We never want you to pay more than you need to
3. We care about your time searching for what you want
4. If you find the same product for less elsewhere, we will match that price
5. Call and let us know so we can immediately agree your lower price when we've checked out the alternative

\* On a Wide Range of Products both online and in store where this Price Promise Symbol is displayed.

## How To Help us 'Price Promise' quickly

- Either call us on 0151 339 3195 and ask for a member of staff or email us at [info@burleydamgardencentre.co.uk](mailto:info@burleydamgardencentre.co.uk)
- To help us process our 'Price Promise' we need the following information:
  1. Name of the product.
  2. Product code and or Barcode
  3. Any other useful information such as cushion & rattan colour, does it include a parasol base etc, as our 'Price Promise' is product specific and we only match identical products.
  4. The competitors Delivery costs & Delivery Service Details.
  5. We will also need the website address of the retailer as we cannot 'Price Promise' with Price comparison sites, auction sites including Ebay & Amazon Marketplace.

## Reasons why we might have to say No

- If the product, whether instore or online, does not have our 'Price Promise' Symbol displayed next to it at the time you make your request.
- The product must be in stock with the competitor and ready for delivery within 48 hours.
- The 'Price Promise' includes the competitors delivery price & delivery service. Where we are unable to offer the same service we will not be able to match the price.
- Our 'Price Promise' excludes products that are in a competitors sale or on a site where the competitor is closing down or in administration.
- We can't match a price on products that have already been purchased
- Unfortunately we are unable to offer price matching on products purchased on finance.



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